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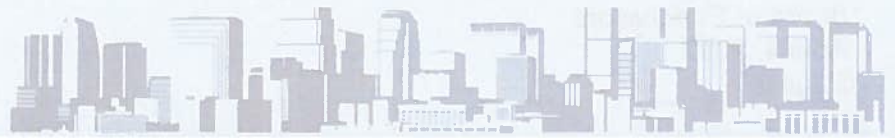
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## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN

Registrar-Recorder/County Clerk

April 4, 2017

TO: Supervisor Mark Ridley-Thomas, Chair  
Supervisor Hilda Solis  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan,  Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 1st Quarter, 2017**

The following is the first quarterly update of 2017, detailing project activities and accomplishments during the period of December 1, 2016 to February 28, 2017. This report is provided to inform your Board and the public on the progress of the Voting Systems Assessment Project (VSAP). This report is prepared in response to the motion adopted by your Board on September 7, 2010.

During this quarter, the Registrar-Recorder/County Clerk (Department) continued development of a strategy for system implementation, including the competitive solicitation process for system manufacturing and a readiness assessment. Project staff continues to engage the public as important next steps are defined.

### **Gartner Engagement Update**

The Department has continued to work with Gartner in preparation of system manufacturing and implementation. Gartner conducted interviews with Department management in Election Operations, Information Technology and Administration as part of the Readiness Assessment. This evaluation of the organizational and operational readiness will be instrumental in shaping the VSAP Implementation plan which will guide the sourcing strategy and requirements for potential manufacturers in the Request for Proposal (RFP) anticipated during this phase.

Gartner is also conducting a market scan to gauge overall market responsiveness and identify potential manufacturers from traditional and non-traditional voting system market. As a part of this market scan, Gartner conducted an online survey to gather information from potential vendors. In this regard, the Department has amended the current contract with Gartner to extend the term until June 2017 and add to the scope of work a Request for Information (RFI). Your Board was notified of the said amendment for Enterprise Services Master Agreement (ESMA) Work Order 2016-001 on February 16, 2017.



## Public Engagement

In this reporting period, the VSAP met with key stakeholders and local communities to provide project updates and conduct system demonstrations.

### January 25, 2017 – Community and Voter Outreach Committee (CVOC) Meeting

We informed the members of the CVOC about the Gartner engagement and the ongoing activities in the project as part of the Manufacturing and Certification Phase.

### January 30, 2017 – Voting Accessibility Advisory Committee (VAAC) Meeting

The VSAP team updated the VAAC on project developments and community activities. We encouraged the members to stay informed on the project through the quarterly newsletters and the VSAP website.

### February 15, 2017 – Los Angeles County Commission on Disabilities

The VSAP was invited by the Commission to conduct a demonstration of the touch screen and audio user interface. Terri Lantz, a member of the VSAP Advisory Committee and Gabriel Taylor, a member of the Voting Accessibility Advisory Committee (VAAC), conducted a presentation on the challenges and barriers to higher voter engagement within the disability community, and how Los Angeles County is overcoming these obstacles through the VSAP and the envisioned new voting experience.

### February 16, 2017 – City of Pasadena Special Joint Meeting

Aaron Nevarez, Governmental and Legislative Affairs Manager and VSAP Advisor, discussed the regulatory requirements of the Voter's Choice Act (SB 450) during the Special Joint Meeting of the Pasadena City Council and the Pasadena Unified School District Board of Education. He also presented the components of the new voting experience and the new services that will be in place for future elections. Members of the City Council, Board of Education and the public interacted with the prototype.

## Recognition

The VSAP is one of the semifinalists for the 2017 "Innovations in American Government" and the "Roy and Lila Ash Award for Public Engagement in Government." Every year, the Harvard Kennedy School Ash Center for Democratic Governance and Innovation recognizes the top government programs in the nation that uses creative and innovative approaches to address important issues of public concern.

## Media Coverage

December 29, 2016 - New Model of Digital Election Equipment Produces Instantly Verifiable Results  
<http://www.govtech.com/products/New-Model-Digital-Election-Equipment-Produces-Verifiable-Results.html>

January 19, 2017 - Los Angeles County Voting System Redesign Enters Solicitation Phase  
<http://www.govtech.com/products/Los-Angeles-County-Voting-System-Redesign-Enters-Solicitation-Phase.html>

## VSAP Newsletter

Attached to this report is the latest issue of the quarterly newsletter which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.

## About the VSAP

Launched in September 2009, the Voting Systems Assessment Project (VSAP) was developed by the Department in response to the growing voting system needs and challenges faced by the County. While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, the VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

## Stay Connected

More information regarding the Voting System Assessment Project (VSAP) is available to the public online at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Kenneth Bennett, Technical Project Manager at [kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov) or (562) 462-6299.





# ISSUE 8

MARCH 2017



# VOTING SYSTEMS ASSESSMENT PROJECT

## Quarterly Newsletter

### IN THIS ISSUE

Message from Dean

Gartner Engagement

Public Engagement

Recognition

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### MESSAGE *from Dean*

**A**s we continue to prepare for the manufacturing, certification, and implementation of our new system, I would like to pause and recognize the great achievements we have accomplished through this project.

We have remained true to our commitment to design a voting system utilizing a data-driven, collaborative process that centers around the needs of the voter. Through this process, we have designed a truly accessible voting experience that is well aligned with voter behavior and preferences.

The elections community, voting system market and other jurisdictions continue to follow our project and recognize these accomplishments. Most recently, our office received notice that the VSAP was selected to advance as a semi-finalist in the 2017 Innovations in American Government Awards competition, hosted by the Harvard Kennedy School. This was all made possible through your hard work and commitment to the success of modernizing the voting experience for Los Angeles County. Thank you!

**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk  
Los Angeles County

### CONTACT US

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**Kenneth Bennett**  
IT Project Manager  
[kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov)

# GARTNER ENGAGEMENT UPDATE

Gartner continues to work with the Department to develop the manufacturing and implementation strategy for the new voting experience. Gartner conducted interviews with Department management in Election Operations, Information Technology and Administration as part of the Readiness Assessment. This evaluation of the County's organizational and operational readiness will be instrumental in shaping the VSAP Implementation plan which will guide the sourcing strategy and requirements for potential manufacturers in the Request for Proposal (RFP) anticipated during this phase.

Gartner also conducted a market scan to gauge overall market responsiveness and identify traditional and non-traditional potential voting system manufacturers. In this regard, the Department has amended the current contract with Gartner to extend the term until June 2017 and add to the scope of work a Request for Information (RFI).





# PUBLIC ENGAGEMENT

We continue to involve communities and organizations for prototype demonstrations and feedback. Our outreach efforts will continue in the new phase of this project.

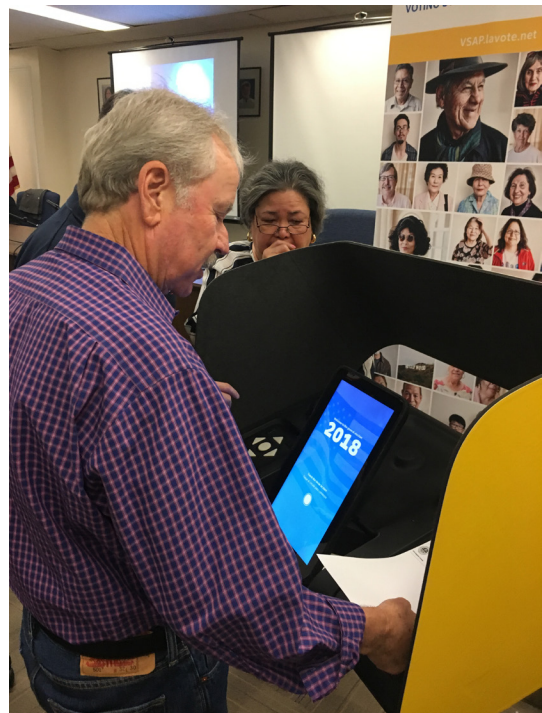
## COMMITTEE MEETINGS

We gave a project update to the members of the Community and Voter Outreach Committee (CVOC) on January 25th and to the members of the Voting Accessibility Advisory Committee (VAAC) on January 30th. The update provided an overview of milestones and next steps.

## PROTOTYPE DEMOS

**FEBRUARY 15, 2017**

**Los Angeles County Commission on Disability**



The VSAP was invited by the Commission to conduct a demonstration of the touch screen and audio user interface. Terri Lantz, a member of the VSAP Advisory Committee and Gabriel Taylor, a member of the Voting Accessibility Advisory Committee (VAAC), conducted a presentation on the challenges and barriers to higher voter engagement within the disability community.

# PUBLIC ENGAGEMENT

**FEBRUARY 16, 2017**

**City of Pasadena Special Joint Meeting**



Aaron Nevarez, Governmental and Legislative Affairs Manager and VSAP Advisor, discussed the regulatory requirements of the Voter's Choice Act (known as SB 450) during the Special Joint Meeting of the Pasadena City Council and the Pasadena Unified School District Board of Education. Members of the City Council, Board of Education and the public interacted with the prototype.





# RECOGNITION

The VSAP is one of the semifinalists for the 2017 “Innovations in American Government” and the “Roy and Lila Ash Award for Public Engagement in Government.” Every year, the Harvard Kennedy School Ash Center for Democratic Governance and Innovation recognizes top government programs in the nation that use creative and innovative approaches to address important issues of public concern.



## Creating the Voting Experience of the Future



# IN THE NEWS

The link below provide access to the news article that features the VSAP:

**January 19, 2017 - Los Angeles County Voting System Redesign Enters Solicitation Phase**

<http://www.govtech.com/products/Los-Angeles-County-Voting-System-Redesign-Enters-Solicitation-Phase.html>

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**December 29, 2016 - New Model of Digital Election Equipment Produces Instantly Verifiable Results**

<http://www.govtech.com/products/New-Model-Digital-Election-Equipment-Produces-Verifiable-Results.html>

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# STAY CONNECTED

## HAVE YOU VISITED OUR NEW WEBSITE?

Get the latest updates and project developments at [VSAP.lavote.net](https://vsap.lavote.net)

You can view an animated video of LA County's future voting experience. Learn more about the project, access full research reports, media coverage and read the blogs from our team and committee members.



## INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit at [vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov) to be featured on our blog.



VOTING SYSTEMS ASSESSMENT PROJECT

[VSAP.lavote.net](https://VSAP.lavote.net)



## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN

Registrar-Recorder/County Clerk

June 28, 2017

TO: Supervisor Mark Ridley-Thomas, Chair  
Supervisor Hilda Solis  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, *Dean* Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 2<sup>nd</sup> Quarter, 2017**

The following is the second quarterly update of 2017, detailing project activities and accomplishments during the period of March 1, 2017 to May 31, 2017. This report is provided to inform your Board and the public on the progress of the Voting Systems Assessment Project (VSAP). This report is prepared in response to the motion adopted by your Board on September 7, 2010.

During this quarter, the Registrar-Recorder/County Clerk (Department) continued preparations for the manufacturing and implementation of the future voting experience. The Department intends to pilot the new voting experience in 2018, leading to the full implementation during the 2020 election cycle. The new voting experience includes newly designed Vote by Mail ballots, a new Ballot Marking Device for in person voting, an Interactive Sample Ballot, and a new tally system.

### **VSAP Request for Information (RFI)**

The Department issued a Request for Information (RFI) to identify vendors that may be interested in assisting the County in bringing the VSAP vision to fruition. In addition, the RFI encouraged vendors to provide their input on partnership models that would allow for a successful development and implementation. The RFI was issued on April 24, 2017 and closed on May 26, 2017. In total, 13 responses were received. These responses will be reviewed in preparation for the Request for Proposals (RFP) expected to be released later this year.

### **RFI Vendor Day**

To support the RFI, the Department hosted a Vendor Day on May 10, 2017 at Liberty Community Plaza in Whittier, CA. There were approximately 40 attendees representing more than 20 organizations. Potential RFI respondents were given an opportunity to interact with the ballot marking device and tally system prototypes. Vendors also had the opportunity to participate in a Q&A session

about the vision of the project and expectations of the future voting system. Q&A's are available on the VSAP website.<sup>1</sup>

## **Public Engagement**

During this reporting period, the VSAP met with communities, organizations and key stakeholders to present the prototype as well as provide information about the project.

### March 3, 2017 - CSUN Assistive Technology Conference

Registrar-Recorder County Clerk, Dean Logan, attended the 32nd Assistive Technology Conference in San Diego, CA, and gave an overview presentation about the project. Conference attendees had the opportunity to interact with the VSAP Ballot Marking Device (BMD) prototype. The event encourages cutting-edge technology for people with disabilities in various settings. It was sponsored by The Center on Disabilities (COD) from California State University, Northridge.

### March 29, 2017 – Board of Supervisors

The VSAP team continues to meet with members of the Board of Supervisors at the Kenneth Hahn Hall of Administration to present the prototype and continue to maintain Supervisors and their staff updated on project developments. This quarter we met with Supervisor Mark Ridley-Thomas and Supervisor Kathryn Barger. We will continue to meet with you and your staff to share project activities and milestones.

### May 18, 2017 - The Global Election Technology (GET) Summit

Registrar-Recorder/County Clerk, Dean Logan along with some of the VSAP project staff, attended the GET Summit in San Francisco, CA. Dean presented on two panels and demonstrations of the prototypes were provided to attendees at the multi-day election technology conference.

## **Recognition**

On May 17, 2017, Registrar-Recorder/County Clerk Dean Logan and VSAP Administrative Project Manager Monica Flores traveled to Massachusetts to present to the Innovations in American Government Awards National Selection Committee at Harvard's Kennedy School of Government. Dean and Monica delivered a short presentation on the project and responded to questions from the selection committee. This was the final step in the comprehensive evaluation process, which included an extensive application and a site visit. VSAP is identified as one of four finalists for recognition in innovation and public engagement. In connection with the finalist designation, the project has been awarded a \$10,000 grant.

## **Media Coverage**

May 2, 2017 – County Registrar Named Finalist in Public Engagement Award

<http://scvnews.com/2017/05/02/county-registrar-named-finalist-in-public-engagement-award/>

## **VSAP Newsletter**

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the general public informed on activities and developments in the project.

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<sup>1</sup> <http://vsap.lavote.net/request-for-information/>



A collage of diverse people's faces and a ballot marking device. The collage includes portraits of various individuals of different ages and ethnicities, as well as a central image of a ballot marking device with a screen displaying a 'Thank you' message.

**VSAP**

**ISSUE 9**

**JUNE 2017**

# VOTING SYSTEMS ASSESSMENT PROJECT

## Quarterly Newsletter

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### CONTACT US

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**Kenneth Bennett**  
Program Manager  
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### MESSAGE *from Dean*

I am happy to share that we continue to make progress towards identifying a manufacturer for the new voting system components. We released a Request for Information (RFI) in April to gather information from vendors who may be interested in partnering with the County on the VSAP. To support the RFI, we hosted a Vendor Day in May. The event gave potential RFI respondents an opportunity to see the ballot marking device prototype and tally proof of concept, and learn more about the future voting experience. The information gathered will shape the Request for Proposal (RFP) that will seek to identify partner(s) to assist with the manufacturing of the new voting system, obtaining certification from the California Secretary of State, and implementing the new voting experience throughout Los Angeles county.

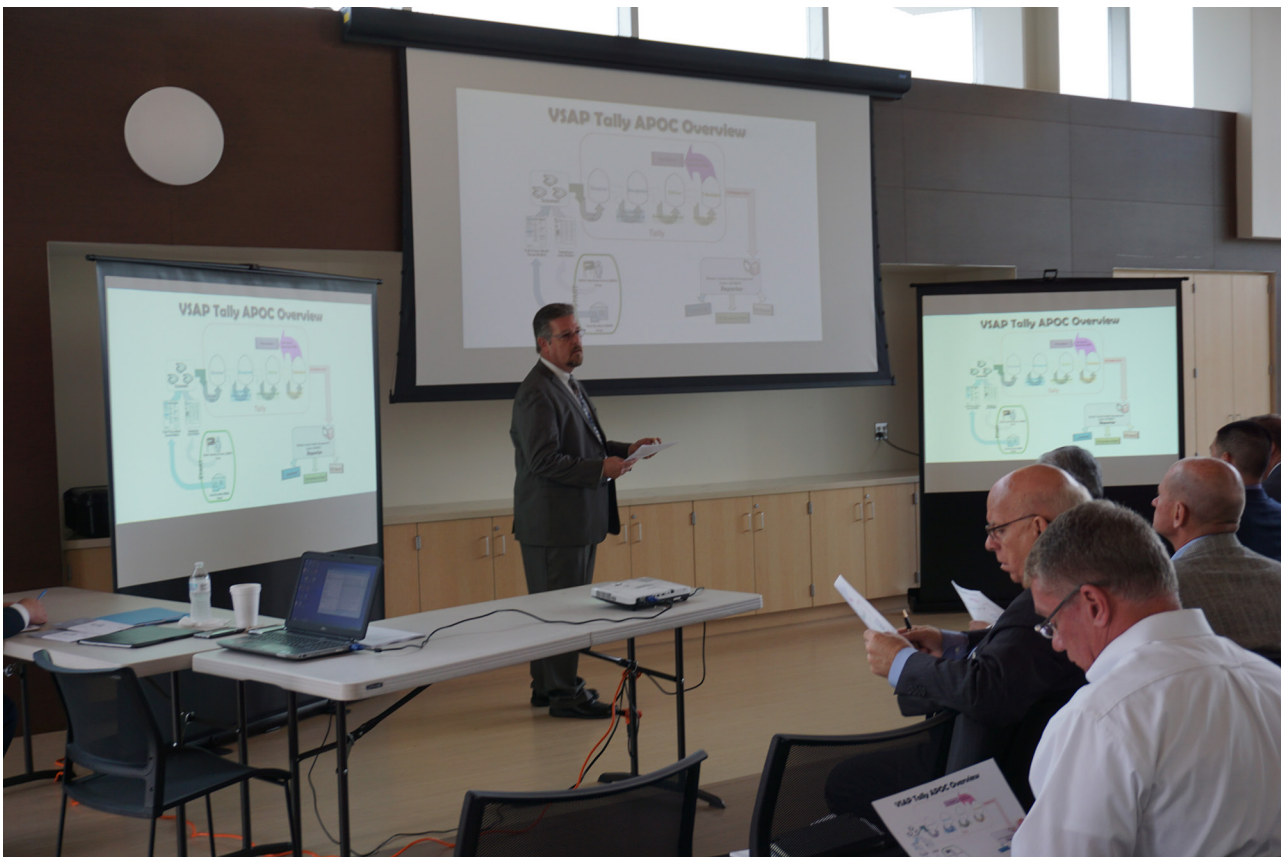
I look forward to continue working with you during this critical stage of the project.

A handwritten signature of Dean C. Logan in black ink.

**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk  
Los Angeles County

# VSAP RFI

On April 24, 2017 we issued a Request for Information (RFI) to identify vendors that may be interested in supporting the County in bringing the VSAP vision to fruition. In addition, this RFI encouraged vendors to provide input on partnership models that would allow for a successful development and implementation of the VSAP. The RFI closed on May 26, 2017. In total, 13 responses were received. These responses will be reviewed in preparation for the Request for Proposals expected this fall.





# RFI VENDOR DAY



To support the RFI, we hosted a Vendor Day on May 10, 2017 at Liberty Community Plaza in Whittier, CA.

Close to 40 vendors were in attendance, representing more than 20 organizations. Vendors were provided a glimpse into the future of LA County voting as they learned about the vision and scope of the VSAP. Potential RFI respondents were given an opportunity to interact with the ballot marking device and tally system prototypes. The event also allowed vendors the chance to participate in a Q&A session about some of the plans and expectations of the future voting system.



# PUBLIC ENGAGEMENT

During this quarter, we connected with various community organizations and other key stakeholders to share the new voting experience vision and demonstrate the various new system components including the ballot marking device prototype and tally system proof of concept.

## COMMITTEE MEETINGS

We met with the VSAP Technical Advisory Committee on March 31, 2017 and the Advisory Committee on April 12, 2017. The meetings were organized to discuss our goals and the next steps to help push the project forward.



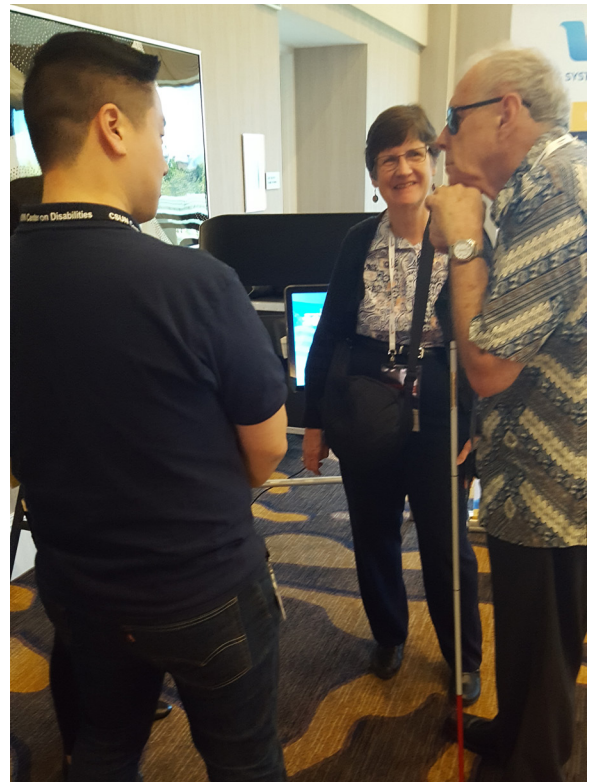


## PROTOTYPE DEMOS

**MARCH 3, 2017**

### **CSUN Assistive Technology Conference**

The Center on Disabilities (COD) at California State University, Northridge sponsored its 32nd Assistive Technology Conference in San Diego, CA. The event showcased cutting-edge assistive technology. During this event, we provided demonstrations of the VSAP Ballot Marking Device (BMD) prototype, and provided an overview of the project. VSAP Advisory Committee member, Gabe Taylor and VSAP Technical Advisory Committee member, Noel Runyan, presented the story of the VSAP alongside Dean Logan.



VSAP Advisory Committee member, Gabe Taylor, VSAP Technical Advisory Committee member, Noel Runyan, and Registrar-Recorder/County Clerk, Dean Logan, presenting in front of an audience at CSUN's 32nd Assistive Technology Conference in San Diego, CA.

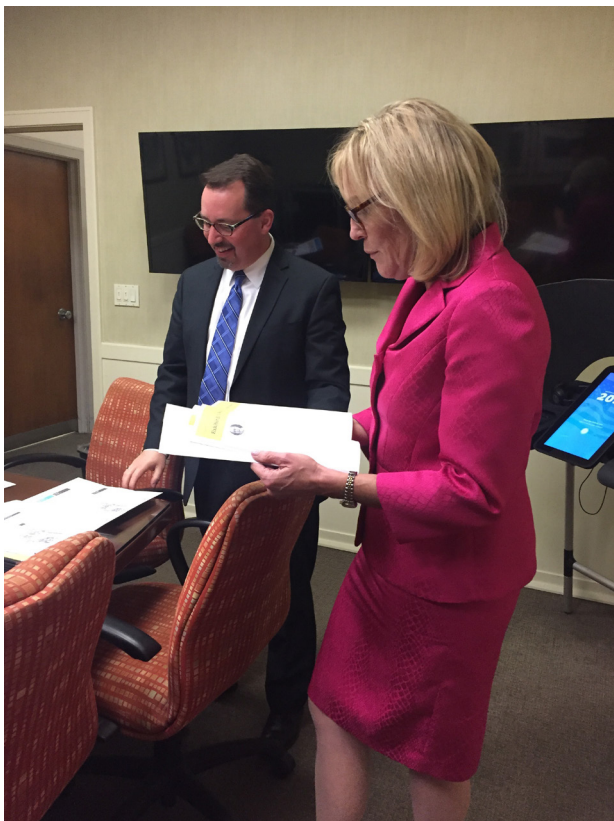
# PUBLIC ENGAGEMENT

## PROTOTYPE DEMOS

**MARCH 29, 2017**

### **Board of Supervisors**

We met with members of the Board of Supervisors at the Kenneth Hahn Hall of Administration to present the prototype and help answer their questions about the future voting system. During this quarter, we met with Supervisor Mark Ridley-Thomas and Supervisor Kathryn Barger who were both very pleased with the prototype and expressed their support. We will continue to meet with County leadership to keep them informed of our progress.



Registrar-Recorder/County Clerk, Dean Logan and 2nd District Supervisor, Mark Ridley-Thomas interacting with the prototype.



5th District Supervisor, Kathryn Barger and Registrar-Recorder/County Clerk, Dean Logan discussing the new voting system.



## PROTOTYPE DEMOS

**MAY 18, 2017**  
**The GET Summit**

Some members of the VSAP team attended the Global Election Technology (GET) Summit, a multi-day election technology conference in San Francisco, CA. During the visit, VSAP staff conducted demonstrations of the prototype, and Registrar-Recorder/County Clerk, Dean Logan, spoke at the event to an audience of government officials and representatives of various organizations.





# RECOGNITION

## May 17, 2017 The Innovations in American Government Awards

On May 17, 2017, Registrar-Recorder/County Clerk Dean Logan and VSAP Administrative Project Manager Monica Flores traveled to Massachusetts to present to the Innovations in American Government Awards National Selection Committee at Harvard's Kennedy School of Government. Dean and Monica delivered a short presentation on the project and responded to questions from the selections committee. This was the final step in the comprehensive evaluation process, which included an extensive application and a site visit. The award winner will be announced in the next few weeks.

### Presentation transcript

Good afternoon, I am Dean Logan, Registrar-Recorder/County Clerk for Los Angeles County and I am joined today by Monica Flores, Administrative Project Manager for our Voting Systems Assessment Project.

First, we want to thank the Ash Center and the Kennedy School for the recognition and the opportunity to present our work – and, to congratulate all the other projects promoting innovation and engagement. It is truly an honor to be part of this program.

In Los Angeles County, and in local jurisdictions throughout the country, we are conducting elections using aging voting equipment and an outdated service delivery model.

Our 5.2 million voters deserve a system built with a new perspective that looks beyond technology to engage citizens in the process of voting. More than any time in our history, the integrity of elections and the public's confidence in voting are paramount to ensuring the continuity of our representative form of government.

After more than a decade of regulatory gridlock and shrinkage in the voting systems market, we knew modernizing voting in America's largest county would be challenging. It was clear to us that, given the size and



diversity of Los Angeles County, there was a need for innovation and leadership.

To meet this challenge head-on, we launched the Voting Systems Assessment Project to reimagine and create a voting experience that is convenient, accessible and responsive to all voters.

In an unprecedented commitment to user engagement, creative design and collaboration, we cut through the layers of complexity and false starts that previously paralyzed modernization and made the voting experience our focal point.

Our vision is to ensure the new voting experience meets the needs of the County's diverse electorate, which includes serving voters who originated from more than 180 countries, providing language support in more than 12

languages and deploying services in an area that spans more than 4,000 square miles.

We set out to engage the County's voters through surveys, focus groups, interviews and community discussions. We then brought voters together for hands-on user testing and prototyping where we presented various concepts and designs and incorporated feedback to modify and refine the systems and legal framework needed to support a new voter experience.

In total, we engaged more than 3,500 voters.

Voters like retired postmaster Ernie who after losing his vision had stopped voting, but regained his confidence in helping us identify the design features that would allow voters like him to vote privately and independently;

And, U.S. Army Veteran Mike who felt pride in giving his input for a revolutionary system that would help fellow disabled veterans participate in the democratic process while overcoming the anxiety of being in a crowded public space;

And, first generation American Sue who votes in every election, but worries about accessibility for an aging population and the complexity involved in casting a ballot.

We heard countless stories that inspired us and in the process learned the importance of focusing on the fine details that have the most impact on how voters feel about their experience.

Through this human-centered, transparent process we brought the needs and expectations of current and future Los Angeles County voters to the forefront.

With the help of a dynamic and diverse advisory committee comprised of community experts and leaders -- and a technical team of nationally recognized experts in information security, voting technology and usability, the project has been able to stay true to a set of guiding principles that has governed us from the start.

The results of our project include systems that leverage modern technology and an open source platform that provides a publicly owned voting system. We created a design that is agile and adaptable – and, that meets

the demands and values of usability and accessibility without compromising on the importance of security and accountability.

This work has been transformational.

What we learned and created exceeded our expectations. We learned that usability is more than compliance and achieving access for those with disabilities and language needs results in a better experience for all.

We learned that in serving a population of millions, we can still focus on the needs of individuals like Ernie, Mike and Sue.

As a result, we adopted a philosophy of meeting voters where they are; introducing a voting experience that is familiar, visible and available – and that conveys the significance and impact of voter participation.

We are now in the manufacturing and implementation stage with plans to introduce, during the 2018 and 2020 election cycles:

- A new Ballot Marking Device with features to serve all voters;
- Vote Centers located throughout the county available over a 10-day period;
- An interactive Sample Ballot that offers an ability to personalize and expedite participation;
- An enhanced vote by mail program; and
- A modern, auditable vote tally system –

All components of a publicly owned, non-proprietary system infrastructure.

We are on the threshold of offering a new voting experience that can easily be adapted to future changes in election laws, voter behavior or advances in technology; one that can be shared and adapted to other jurisdictions across the country.

We are excited to move forward and to apply what we have learned to other public sector challenges and systems.

Thank you!

# IN THE NEWS

The link below provide access to the news article that features the VSAP:

**May 4, 2017 - The VSAP has progressed and is now one of four finalists for Harvard's 2017 Roy and Lila Ash Award for Public Engagement in Government. The winner will be awarded a \$100,000 grand prize this summer.**

<http://scvnews.com/2017/05/02/county-registrar-named-finalist-in-public-engagement-award/>

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# HAVE YOU VISITED OUR NEW WEBSITE?

You can view an animated video of LA County's future voting experience. Learn more about the project, access full research reports, media coverage and read the blogs from our team and committee members.



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VOTING SYSTEMS ASSESSMENT PROJECT

[VSAP.lavote.net](https://VSAP.lavote.net)



## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

October 16, 2017

TO: Supervisor Mark Ridley-Thomas, Chair  
Supervisor Hilda Solis  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, *Dean* Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 3<sup>rd</sup> Quarter, 2017**

The following is the third quarterly update of 2017, detailing project activities and accomplishments during the period of June 1, 2017 to August 31, 2017. This report is provided to inform your Board and the public on the progress of the Voting Systems Assessment Project (VSAP). This report is prepared in response to a motion adopted by your Board on September 7, 2010.

We continue to make great strides towards implementation of the new voting experience in Los Angeles County. Currently in Phase IV: System Manufacturing and Certification, we are working on establishing a team of partners that will support the Department's efforts through final system manufacturing, certification and implementation. This team will help carry out the Department's vision and reach the various project goals. Furthermore, we continue to work on identifying the operational changes that will need to take place as the Department transitions to this new voting experience model.

### **Voting Solutions for All People**

I am excited to announce our transition from the Voting Systems Assessment Project to "Voting Solutions for all People," also known as VSAP. This signifies our transition from our research and development project to system development and implementation. The new name captures our intent to move forward with our goal of implementing a new voting experience that prioritizes the needs of our voters.

As we transition to this new phase of the project, we are rebranding our website, material and messaging strategy.



## **VSAP Request for Information (RFI)**

In order to gather the necessary information to create a manufacturing and implementation strategy, the Department issued a second Request for Information (RFI) <sup>1</sup>on August 4, 2017. Through the RFI, we gathered information relevant for the production and implementation of our Ballot Marking Device (BMD) and Vote by Mail (VBM) ballots. The final day for submissions was August 25, 2017, and during that period we received 6 responses. This information will be critical in guiding the implementation of our new Vote by Mail experience and new Ballot Marking Device Ballots.

## **VSAP DESIGN STEWARDSHIP**

As the Department continues to prepare for the engagement of a systems integrator and manufacturer, we have re-engaged IDEO to serve as Design Stewards for the manufacturing and certification of the new voting experience. As design stewards, IDEO will ensure that the system that is manufactured remains aligned with the human-centered design that was developed in previous project phases. A kick-off meeting for this engagement was held with IDEO on June 26, 2017.

## **VSAP Lab**

The VSAP Lab is a space that was created to prepare departmental staff for the VSAP implementation. The VSAP Lab is a simulated Vote Center and serves as a space where staff learn about the new voting experience and provide input as they develop operational procedures for the implementation of this new vision. The VSAP Lab training consists of informational videos, an interactive experience with a prototype of the BMD, and open discussion sessions for staff to ask questions and provide feedback about the new voting experience.

The VSAP Lab sessions kicked off on April 27, 2017. To date, over 600 employees have gone through the VSAP Lab, with ongoing training sessions.

Our intention is to utilize the VSAP Lab as a way to educate our external stakeholders as well. Invitations have been sent out to City officials to attend the VSAP Lab and during the next quarter, we will be sending invitations for local community organization representatives to attend.

## **Public Engagement**

During this reporting period, VSAP staff met with various organizations, including cities to present some of the new changes coming for voters in Los Angeles County.

### June 27, 2017 – City Clerk Summit

Governmental and Legislative Affairs Division Manager, Aaron Nevarez along with VSAP Administrative Project Manager, Monica Flores presented the City Clerk Summit at the Liberty Community Plaza in Whittier, CA. During these presentations, City Clerks and their staff learned about the future of voting in Los Angeles County.

### July 14, 2017 – Los Angeles City Elections Division

Several members of the Los Angeles City Elections Division visited RR/CC headquarters in Norwalk for a demonstration of the BMD prototype and presentation on the new voting experience.

<sup>1</sup> <http://vsap.lavote.net/wp-content/uploads/2017/08/VSAP-Ballots-RFI-Final-with-Attachments.pdf>

July 25, 2017 – ACLU of California Center for Advocacy and Policy and California Calls

Raul Macias of the ACLU and James Woodson of California Calls met with VSAP Administrative Project Manager Monica Flores to learn more about new voting experience and new equipment including the BMD.

July 29, 2017 – League of Women Voters of Los Angeles County Popovers

The team presented at the League of Women Voters of Los Angeles County Popovers event in Pasadena, CA. Members were offered an opportunity to interact with the Ballot Marking Device prototype and learn more about the project.

July 30, 2017 – Politicon

VSAP staff attended Politicon to inform members of the public about the future voting experience.

August 2, 2017– City of Monterey Park City Council Meeting

Governmental and Legislative Affairs Division Manager Aaron Nevarez presented at a Monterey Park City Council Meeting and spoke with City Council Members about the importance of the upcoming voting system.

August 25, 2017– 2017 NASED Summer Meeting

Registrar-Recorder/County Clerk, Dean Logan was invited to speak on a panel in Anaheim, CA about Los Angeles County's future voting experience. During the meeting, NASED participants also had a chance to use and ask questions about the BMD and the new voting experience.

**Media Coverage**

July 20, 2017 – County Sets its Sights on Updated 'Secure' Voting System

<http://www.hometownstation.com/santa-clarita-latest-news/county-sets-its-sights-on-updated-secure-voting-system-199831>

**Newsletter**

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the general public informed on activities and developments in the project.

**About the VSAP**

Launched in September 2009, the Voting Systems Assessment Project (VSAP) was developed by the Department in response to the growing voting system needs. While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a

voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

### **Stay Connected**

More information regarding the Voting Solutions for All People (VSAP) is available to the public online at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Kenneth Bennett, VSAP Program Manager at [kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov) or (562) 462-6299.





# ISSUE 10

SEPTEMBER 2017



# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

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### CONTACT US

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**Kenneth Bennett**  
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[kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov)



### MESSAGE *from Dean*

I am excited to announce our transition from the Voting Systems Assessment Project to "Voting Solutions for All People." This signifies our transition from our research and development project to system development and implementation.

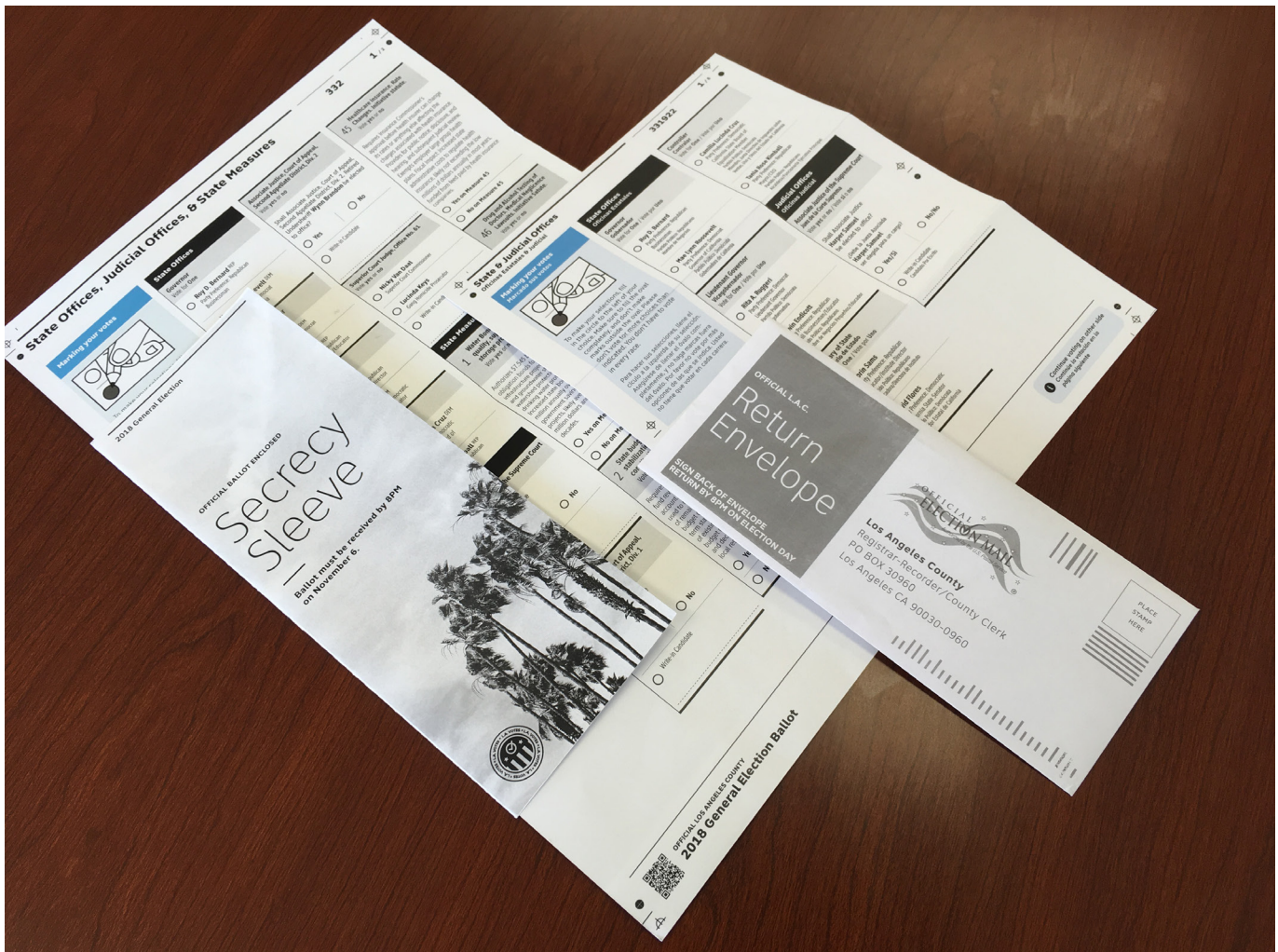
As we transition to this new phase of the project, we will continue to engage and educate our internal and external stakeholders to ensure our development and implementation process remains aligned with our vision to ensure a new voter experience that focuses on addressing the needs of our voters.

I look forward to continue working with you on this important journey.

**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk  
Los Angeles County

# VSAP RFI

The Department issued a second Request for Information (RFI) to gather information on various components pertaining to our Ballot Marking Device ballots and Vote by Mail ballots. The RFI was issued on August 4, 2017 and closed on August 25, 2017. We received 6 responses from various vendors, which we are currently analyzing. This information will be critical in guiding our implementation of a new Vote by Mail experience and new Ballot Marking Device ballots in Los Angeles County.





# VSAP LAB

The VSAP Lab was created to prepare Departmental staff for the implementation of a new voting system. The VSAP Lab is a simulated Vote Center of the future and serves as a space where staff can be educated on the future voting experience, as they consider how operations will need to change within the Department.

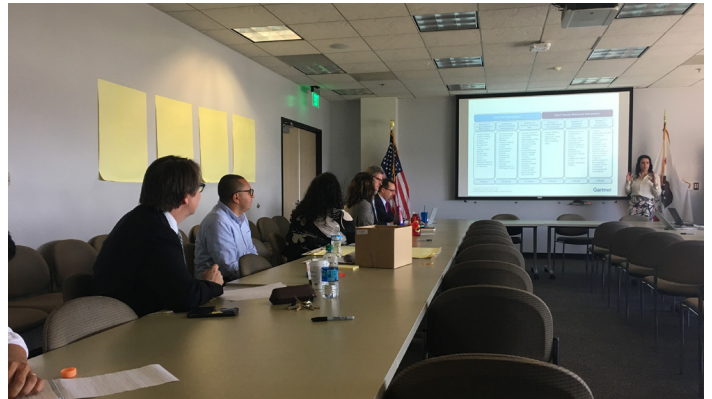
The VSAP Lab was rolled out on April 27, 2017 with the intention of having all departmental staff go through the training. To date, over 600 employees have gone through the VSAP Lab. Once all Department staff has gone through the VSAP Lab, the Department will begin to invite external partners to attend sessions.





# IDEO DESIGN STEWARDSHIP

As the Department prepares to form the manufacturing, engineering and implementation team, we have re-engaged IDEO to serve as Design Stewards for the manufacturing and certification of the new voting experience. As design stewards, IDEO will ensure that the system that is manufactured remains aligned with the human-centered design that was developed in previous project phases. A kick-off meeting for this engagement was held with IDEO at Registrar-Recorder/County Clerk headquarters in Norwalk on June 26, 2017.



# PUBLIC ENGAGEMENT

We met with various organizations and representatives from different cities this past quarter to present the new voting experience coming to LA County.

## PROTOTYPE DEMOS

### JUNE 27, 2017 City Clerk Summit

The Department hosted a City Clerk Summit at Liberty Community Plaza in Whittier on June 27, 2017. Governmental and Legislative Affairs Division Manager, Aaron Nevarez and VSAP Administrative Program Manager, Monica Flores presented the vision for the future of Los Angeles County Elections. This included an overview of the future voting experience and the upcoming legislation. City Clerks had the opportunity to interact with the VSAP Ballot Marking Device (BMD) prototype. Approximately 29 representatives from various cities attended this Summit.



VSAP Project Administrative Manager, Monica Flores presenting at the City Clerk Summit in Whittier, CA.



# PUBLIC ENGAGEMENT

**JULY 14, 2017**

**LA City**

We conducted a demonstration of the BMD prototype and tally system for several members of LA City at our headquarters in Norwalk. LA City expressed their strong support and appreciation for the work of the VSAP.

**JULY 25, 2017**

**ACLU of California Center for Advocacy and Policy and California Calls**

VSAP Administrative Project Manager Monica Flores met with Raul Macias of the ACLU and James Woodson of California Calls to present the latest BMD prototype.

**JULY 29, 2017**

**League of Women Voters of Los Angeles**

We were invited by the League of Women Voters of Los Angeles to Pasadena, CA to offer various members of the organization an opportunity to see, experience, and learn about the new voting experience and BMD prototype.





**JULY 30, 2017**

## **Politicon**

VSAP staff was also present at Politicon in Pasadena, CA to provide members of the public with information about the future voting experience.



Public Information Officer Brenda Duran appears at Politicon in Pasadena, CA to register new voters and help answer questions about the new voting experience.

**AUGUST 2, 2017**

## **City of Monterey Park City Council Meeting**

Government and Legislative Affairs Manager, Aaron Nevarez attended a Monterey Park City Council Meeting to discuss the implementation of the new voting experience.

# PUBLIC ENGAGEMENT

**AUGUST 25, 2017**

## **2017 NASED Summer Meeting**

Registrar-Recorder County Clerk Dean Logan spoke on a panel at the National Association of State Elections Directors (NASED) Conference. Throughout the conference, participants had the opportunity to use the BMD prototype and ask questions about the device.



VSAP Internal Project Team member Irvin Guillermo demonstrating the Ballot Marking Device prototype to conference attendees.

# IN THE NEWS

The link below provide access to the news article that features the VSAP:

July 20, 2017 - The VSAP was recognized by KHTS AM-1220, a local radio station in Santa Clarita, CA. KHTS wrote an article about the VSAP that highlights the measures being taken by Dean Logan and our department to prevent cyber-attacks and improve our voting process.

<http://www.hometownstation.com/santa-clarita-latest-news/county-sets-its-sights-on-updated-secure-voting-system-199831>



# STAY CONNECTED

## HAVE YOU VISITED OUR WEBSITE?

Get the latest updates and project developments at [VSAP.lavote.net](https://VSAP.lavote.net)

You can view an animated video of LA County's future voting experience. Learn more about the project, access full research reports, media coverage and read the blogs from our team and committee members.



## INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit at [vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov) to be featured on our blog.

### FOLLOW US ON SOCIAL MEDIA



@lacountyrrcc





VOTING SOLUTIONS FOR ALL PEOPLE

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[VSAP.lavote.net](https://VSAP.lavote.net)





## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

January 3, 2018

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 4<sup>th</sup> Quarter, 2017**

The following is the fourth quarterly update of 2017, detailing project activities and accomplishments during the period of September 1, 2017 to November 30, 2017. This report is provided to inform your Board and the public on the progress of the Voting Solutions For All People (VSAP) Project. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

As we continue to move forward the system development and implementation phase, we are finalizing key partnerships. We are proud to announce that we have partnered with PlaceWorks to assist us in our Vote Center Placement Assessment. This partnership will enable us to identify and place accessible and convenient vote center locations around Los Angeles County and to hear directly from our community in this process. Engaging external experts like PlaceWorks is key to ensuring we are effectively addressing the needs of the Los Angeles County community every step of the way.

We are excited about this new development and will share more in the months to come. Throughout the next reporting period, will continue to establish our teams for the manufacturing, engineering and implementation of the new voting experience.

### **RFP Update**

The Department issued the RFP Phase 1-Prequalification on September 18, 2017 and it was closed on October 16, 2017. The purpose was to seek qualifications from Prime Contractors interested in providing VSAP implementation and support services<sup>1</sup>.

<sup>1</sup> <http://vsap.lavote.net/request-for-proposals/>

RFP Phase 1 was the first of a two-phase solicitation. Participation in and prequalification through RFP Phase 1 was required for all vendors interested in participating in RFP Phase 2 – Proposal Evaluation and Contractor Selection.

Three vendors submitted responses to be qualified as Primary Contractors and all three vendors were qualified. Release of the RFP Phase 2 is scheduled for January 2, 2018.

### **VSAP Lab Update**

In September and October 2017, the Department invited the City Clerks of the 88 cities in the County to participate in a VSAP Lab, which is an introduction to the Voting Solutions for All People (VSAP). In total, 91 representatives from 38 cities attended the lab over the course of the engagement.

The Lab includes a summary of the project, an overview of the new voting experience and a simulation demonstrating the new in-person voting experience, including the opportunity to interact with the VSAP Ballot Marking Device (BMD) prototype.

City Clerks and other city representatives were very excited and eager for the implementation of the new voting system. They were pleased with the opportunity to gain first-hand knowledge and experience with how easy the new BMD is to use.

As the Department moves toward implementation of the new voting experience in 2020, the City Clerks will be important partners and a tremendous resource to spread public awareness and gather valuable community input from voters across the County. The VSAP Lab is a vital step for cities to begin to understand the magnitude of the new voting experience as well as the Voter Center Placement Assessment (VCPA), an effort to ensure that new Vote Centers are conveniently located and accessible to all 5.2 million LA County voters.

### **Public Engagement**

During this reporting period, VSAP staff met with various organizations, including cities to present on the new voting experience coming.

#### Advisory Committee Meetings

Both the VSAP Advisory Committee and VSAP Technical Advisory Committee visited our Headquarters in Norwalk to receive an update and provide feedback on recent project activities. Members provided feedback on the most recent draft RFP language, which focused on pre-qualifying vendors for implementation and support services. Advisory Committee members also began to discuss the strategy for assessing vote center placement and quantities for BMD unit production. The VSAP Advisory Committee meeting was held on Monday, September 18, 2017 and the VSAP Technical Advisory Committee meeting took place on Wednesday, September 20, 2017.

We also gave a project update to our various departmental advisory committees and invited all members to attend our VSAP Lab at our Headquarters in Norwalk, CA. The meetings included the Voting Accessibility Advisory Committee (VAAC) meeting on October 24<sup>th</sup>, the Language Accessibility Advisory Committee (LAAC) meeting on October 26<sup>th</sup>, and the Community and Voter Outreach Committee (CVOC) meeting on November 1<sup>st</sup>. The update provided an overview of milestones and next steps.

September 6, 2017 – Covina City Council

Registrar-Recorder County Clerk Dean Logan gave a presentation on the VSAP Program and the future Los Angeles County Voting Experience at a Covina City Council Meeting.

September 8, 2017 – International Centre for Parliamentary Studies

VSAP Project Team members Mike Sanchez and Laura Herrera gave a BMD Demo to Arvind Venkataramana of the International Centre for Parliamentary Studies, who also sits on the awards committee for the Electoral Stakeholders Network.

September 16, 2017 – League of Women Voters of the Claremont Area

Dean Logan gave a presentation with Michael Scarpello, San Bernardino County Registrar of Voters about SB 450, the California Voters Choice Act, and the new voting experience.

September 26, 2017 – National Voter Registration Day at Santa Monica City Hall

To commemorate National Voter Registration Day, Dean Logan gave a presentation on the future voting experience during the Santa Monica City Council meeting. VSAP Team Members gave interactive BMD demonstrations throughout the day to the Santa Monica City Clerk, city staff and members of the public at City Hall.

September 28, 2017 – Little Hoover Commission

Dean Logan gave a presentation on the future of voting in Los Angeles County to the Little Hoover Commission, who held a public hearing on Voter Participation in California. VSAP Team Members also provided demonstrations of the BMD to the commissioners and members of the public who attended the meeting. Full written testimony of the presentation can be found here:

<http://www.lhc.ca.gov/sites/lhc.ca.gov/files/CurrentStudies/VoterParticipation/WrittenTestimony/LoganSep2017.pdf>

October 25, 2017 – Universal Day Program

The VSAP Team provided a demonstration of the BMD at the Universal Day Program, an adult activity center that offers services for adults with developmental disabilities located in Burbank, CA. The focus of the demonstration was to inform participants about the new voting experience and to give them an opportunity to interact with the new BMD.

October 25, 2017 – Los Angeles Arts Commission

VSAP Project Team Member Laura Herrera gave a demonstration of the BMD to staff members of the Los Angeles County Arts Commission including Acting Executive Director Leticia Buckley and Deputy Director of Civic Art Pauline Kamiyama.

November 1, 2017 – Meeting with District 3 Supervisor, Sheila Kuehl

Dean Logan and Government and Legislative Affairs Manager, Aaron Nevarez met with Supervisor Sheila Kuehl and staff to give a general update about the progress of the VSAP project that focused specifically on the topic of security.

November 14, 2017 – A/D/O

On Tuesday, November 14, Dean Logan and Matt Adams of IDEO were special guests at A/D/O in Brooklyn. A/D/O is a space for creative exchange and designers. The presentation entitled "A Better Ballot Box" was moderated by Rachel Abrams of Arup and focused on examining the intersection of design and current events and the impact of design on local government. The event drew local design enthusiasts who had the opportunity to demo the Ballot Marking Device (BMD) on site. The discussion included remarks by both Dean Logan and Matt Adams that focused on the manufacturing phase of



the new BMD and the importance of human-centered design in the public sector. The audience response was overwhelmingly positive and many expressed excitement to see the full implementation in the years to come.

### **Awards and Recognitions**

This September, the International Centre for Parliamentary Studies nominated Los Angeles County Registrar-Recorder/County Clerk Dean Logan and the VSAP for the prestigious 2017 International Electoral Awards in the category of Electoral Ergonomy. Electoral Ergonomy recognizes election officials who have tailored electoral procedures to the psychology of the voters and the specific characteristics of their electorate.

The International Electoral Awards are established exclusively for electoral stakeholders by the International Centre for Parliamentary Studies. The awards acknowledge election officials and their significant contribution to the democratic process beyond the community of electoral professionals, practitioners and experts.

On December 5, 2017, the award was presented at the International Electoral Affairs Symposium at the Dead Sea, Jordan. RR/CC Dean Logan also presented on a panel focused on voter outreach and education strategies at the Symposium.

### **Media Coverage**

September 22, 2017 – The VSAP was recognized by KPCC FM - 89.3, a local NPR affiliate based in Pasadena, CA. KPCC wrote an article about the new technology and tactics to increase voter turnout

<http://www.scpr.org/programs/take-two/2017/09/22/59308/how-la-is-thinking-it-will-update-your-voting-expe/>

Autumn 2017 – The VSAP was featured in the Autumn issue of the City of Huntington Park's Community Newsletter, increasing awareness to the residents of Huntington Park of the new voting experience that will be implemented in 2020.

<http://www.hpcr.gov/ArchiveCenter/ViewFile/Item/4170>

September 29, 2017 – The VSAP Team appeared in the Santa Monica Mirror when they gave interactive BMD Demos to the Santa Monica City Clerk, city staff and members of the public at the Santa Monica City Hall on National Voter Registration Day.

<https://smmirror.com/2017/09/swipe-right-vote-new-tech-hits-santa-monica-city-hall/>

October 4, 2017 – The Santa Monica Daily Press discusses the upcoming changes to our local voting experience set out to be implemented in 2020.

<http://smdp.com/big-changes-coming-to-la-county-elections/162763#undefined.uxfs>

### **Newsletter**

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the general public informed on activities and developments in the project.

## **About the VSAP**

Launched in September 2009, the Voting Solutions For All People (VSAP) Project was developed by the Department in response to the growing voting system needs. While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

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## **Stay Connected**

More information regarding the Voting Solutions for All People (VSAP) Project is available to the public online at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Kenneth Bennett, VSAP Program Manager at [kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov) or (562) 462-6299.



**ISSUE 11**  
DECEMBER 2017



# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

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### CONTACT US

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**Kenneth Bennett**  
Program Manager  
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### MESSAGE *from Dean*

**A**s we continue to move forward the system development and implementation phase, we are finalizing key partnerships. We are proud to announce that a partnership with PlaceWorks to assist us in our Vote Center Placement activity. This partnership will enable us to identify and place vote center locations around Los Angeles County and to hear directly from our community on their preferences. Engaging external stakeholders like PlaceWorks is key to ensuring we are addressing the needs of the Los Angeles County community every step of the way.

We are excited about this new development and expect to share more in the months to come. We will also be focusing on the manufacturing, engineering and implementation teams in order to focus on the certification of the new voting experience.

The focus is to stay aligned with our mission and values every step of the way. Thanks for being part of this journey.

**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk  
Los Angeles County



# RFP UPDATE

The Department issued RFP Phase 1-Prequalification on September 18, 2017 and it closed on October 16, 2017. The purpose was to seek qualifications from Prime Contractors interested in providing VSAP implementation and support services.

RFP Phase 1 was the first of a two-phase solicitation. Participation in and prequalification through RFP Phase 1 was required for all vendors interested in participating in the RFP Phase 2 – Proposal Evaluation and Contractor Selection.

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City Clerks and other city representatives were very excited and eager for the implementation of the new voting system. They were pleased with the opportunity to gain first-hand knowledge and experience with how easy the new BMD is to use.

As the Department moves toward implementation of the new voting experience in 2020, the City Clerks will be important partners and a tremendous resource to spread

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# PUBLIC ENGAGEMENT

We met with various representatives from different cities and organizations this past quarter to present the new voting experience coming to LA County.

## VSAP Advisory Committee and VSAP Technical Advisory Committee Meetings

Our two Advisory Committees visited our Headquarters in Norwalk to receive an update and provide feedback on various VSAP topics. Members provided feedback on the most recent draft RFP language, which focused on pre-qualifying vendors for implementation and support services. Advisory Committee members also began to discuss the strategy for assessing vote center placement and quantities for BMD unit production. The VSAP Advisory Committee meeting was held on Monday, September 18, 2017 and the VSAP Technical Advisory Committee meeting took place on Wednesday, September 20, 2017.



# PUBLIC ENGAGEMENT

## **RR/CC Advisory Committee Meetings**

Department staff also provided a project update to our various departmental advisory committees and invited all members to attend the VSAP Lab at RR/CC Headquarters. Meetings included the Voting Accessibility Advisory Committee (VAAC) meeting on October 24th, the Language Accessibility Advisory Committee (LAAC) meeting on October 26th, and the Community and Voter Outreach Committee (CVOC) meeting on November 1st. The update provided an overview of milestones and next steps.

## **SEPTEMBER 6, 2017 Covina City Council**

Registrar-Recorder County Clerk Dean Logan gave a presentation on the VSAP Program and the future Los Angeles County Voting Experience at a Covina City Council Meeting.

## **SEPTEMBER 8, 2017 International Centre for Parliamentary Studies**

Project team members, Mike Sanchez and Laura Herrera gave a BMD Demo to Arvind Venkataramana of the International Centre for Parliamentary Studies, who also sits on the awards committee for the Electoral Stakeholders Network.

## **SEPTEMBER 16, 2017 League of Women Voters of the Claremont Area**

Dean Logan gave a presentation with Michael Scarpello, San Bernardino County Registrar of Voters about SB 450, the California Voters Choice Act, and the new voting experience.



**SEPTEMBER 26, 2017**

## **National Voter Registration Day at Santa Monica City Hall**

To commemorate National Voter Registration Day, Registrar-Recorder/County Clerk, Dean Logan gave a presentation on the future voting experience during the Santa Monica City Council meeting. VSAP Team Members gave interactive BMD Demos throughout the day to the Santa Monica City Clerk, city staff and members of the public at City Hall.



**SEPTEMBER 28, 2017**

## **Little Hoover Commission**

Registrar-Recorder County Clerk Dean Logan gave a presentation on the future of voting in Los Angeles County to the Little Hoover Commission, who held a public hearing on Voter Participation in California. VSAP Team Members also provided demonstrations of the BMD to the commissioners and members of the public who attended the meeting.

Full written testimony of the presentation can be found here:

<http://www.lhc.ca.gov/sites/lhc.ca.gov/files/CurrentStudies/VoterParticipation/WrittenTestimony/LoganSep2017.pdf>



# PUBLIC ENGAGEMENT

**OCTOBER 25, 2017**

## **Universal Day Program**

The VSAP Team provided a demonstration of the BMD at the Universal Day Program, an adult activity center that offers services for adults with developmental disabilities located in Burbank, CA. The focus of the demonstration was to inform participants about the new voting experience and to give them an opportunity to interact with the new BMD.



**OCTOBER 25, 2017**

## **Los Angeles Arts Commission**

VSAP Team Member, Laura Herrera gave a demonstration of the BMD to staff members of the Los Angeles County Arts Commission including Acting Executive Director Leticia Buckley and Deputy Director of Civic Art Pauline Kamiyama.

**NOVEMBER 1, 2017**

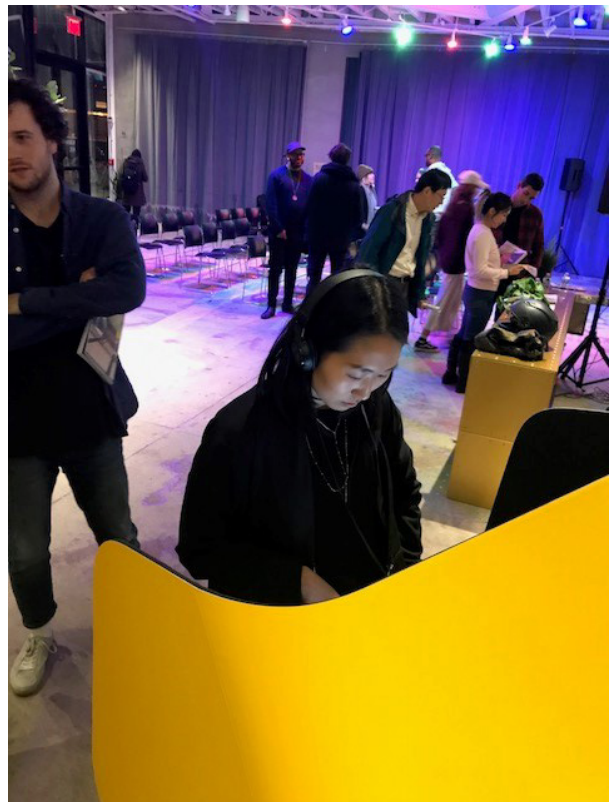
## **Meeting with District 3 Supervisor, Sheila Kuehl**

Registrar-Recorder/County Clerk, Dean Logan and Government and Legislative Affairs Manager Aaron Nevarez met with Supervisor Sheila Kuehl and staff to give a general update about the progress of the VSAP project that focused specifically on the topic of security.

**NOVEMBER 14, 2017**

## **A/D/O**

On Tuesday, November 14, Registrar-Recorder/County Clerk, Dean C. Logan and Matt Adams of IDEO were special guests at A/D/O in Brooklyn. A/D/O is a space for creative exchange and designers. The presentation entitled "A Better Ballot Box" was moderated by Rachel Abrams of Arup and focused on examining the intersection of design and current events and the impact of design on local government. The event drew local design enthusiasts who had the opportunity to demo the Ballot Marking Device (BMD) on site. The hour-long discussion included remarks by both Dean Logan and Matt Adams that focused on the manufacturing phase of the new BMD and the importance of human-centered design in the public sector. The audience response was overwhelmingly positive and many expressed excitement to see the full implementation in the years to come.





# AWARDS AND RECOGNITIONS

This September, the International Centre for Parliamentary Studies nominated Los Angeles County Registrar-Recorder/County Clerk Dean Logan and the VSAP for the prestigious 2017 International Electoral Awards in the category of Electoral Ergonomy.

Electoral Ergonomy recognizes election officials who have tailored electoral procedures to the psychology of the voters and the specific characteristics of their electorate.

The International Electoral Awards are established exclusively for electoral stakeholders by the International Centre for Parliamentary Studies. The awards acknowledge election officials and their significant contribution to the democratic process beyond the community of electoral professionals, practitioners and experts.

The winners will be announced on December 5, 2017 at the Dead Sea, Jordan.

# IN THE NEWS

The links below provide access to the news articles that features the VSAP

**September 22, 2017 – The VSAP was recognized by KPCC FM - 89.3, a local NPR affiliate based in Pasadena, CA. KPCC wrote an article about the new technology and tactics for increasing voter turnout.**

<http://www.scpr.org/programs/take-two/2017/09/22/59308/how-la-is-thinking-it-will-update-your-voting-expe/>

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**Autumn 2017 – The VSAP was featured in the Autumn issue of the City of Huntington Park's Community Newsletter, increasing awareness to the residents of Huntington Park of the new voting experience that will be implemented in 2020.**

<http://www.hpcg.gov/ArchiveCenter/ViewFile/Item/4170>

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**September 29, 2017 – The VSAP Team appeared in the Santa Monica Mirror when they gave interactive BMD Demos to the Santa Monica City Clerk, city staff and members of the public at the Santa Monica City Hall on National Voter Registration Day.**

<https://smmirror.com/2017/09/swipe-right-vote-new-tech-hits-santa-monica-city-hall/>

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**October 4, 2017 – The Santa Monica Daily Press discusses the upcoming changes to our local voting experience set out to be implemented in 2020.**

<http://smdp.com/big-changes-coming-to-la-county-elections/162763#undefined.uxfs>

# STAY CONNECTED

## HAVE YOU VISITED OUR WEBSITE?

Get the latest updates and project developments at [VSAP.lavote.net](https://VSAP.lavote.net)

You can learn more about the project through our videos, research reports, media coverage and team member blog post.





## INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit at [vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov) to be featured on our blog.

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VOTING SOLUTIONS FOR ALL PEOPLE



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[VSAP.lavote.net](https://VSAP.lavote.net)



## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN

Registrar-Recorder/County Clerk

March 29, 2018

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan,  Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 1st Quarter, 2018**

The following is the first quarterly update of 2018, detailing project activities and accomplishments during the period of December 1, 2017 to February 28, 2018. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP). This report is prepared in response to a motion adopted by your Board on September 7, 2010.

We are pleased to inform you that the Phase 2 for system engineering and manufacturing solicitation continues to move forward and we are assessing those proposals in preparation for entering into contract negotiations. During this period, we kicked off our engagement with Placeworks to help us identify and place vote center locations around Los Angeles County. During this process, we continue to meet with various organizations in LA County to not only provide them with information about VSAP, but also receive feedback from them to continue to improve on our experience and shape the project implementation approach.

### **VSAP RFP Phase 2**

The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) issued a Request for Proposals (RFP) for system engineering and manufacturing. The RFP was sent to three prequalified Prime Contractors on January 2, 2018. All three vendors were qualified in November through the VSAP RFP Phase 1 process.

The three Prime Contractors along with their teams were invited to attend a tour of our facilities on February 13, 2018. The tour included a demonstration of the new voting experience, including the Ballot Marking Device and Tally Solution and a walkthrough of our Election Operations Center (EOC). Our project partners IDEO and Digital Foundry were present throughout the tour to answer any questions.



Proposals for the development, manufacturing, implementation and support services for the VSAP solution set forth in the Scope of Work were due Monday, March 12, 2018.

### **KING COUNTY, WASHINGTON SITE VISIT**

On January 8th, members of the VSAP team visited the King County Elections office in Renton, Washington. With over 1.2 million registered voters, King County is the largest election jurisdiction in the US that conducts all Vote by Mail elections. Our team was provided with a tour of the King County Elections facility and an overview of their operations.

### **VOTE CENTER PLACEMENT PROJECT**

On December 7, 2018, the VSAP Team kicked off an engagement with PlaceWorks to identify and place vote center locations around Los Angeles County through the Vote Center Placement Project (VCPP). The VCPP process is focused on ensuring we are effectively addressing the needs of the Los Angeles County community every step of the way.

The VCPP involves a comprehensive spatial analysis to understand when and where voters are most likely to vote. It will take into consideration the accessibility, security, proximity, convenience, and availability of Vote Center locations. Community members will be engaged directly through advisory groups, stakeholder meetings, community surveys and an interactive online platform.

### **PUBLIC ENGAGEMENT**

During this reporting period, VSAP staff met with various organizations and city officials to present on the new voting experience.

#### January 3, 2018 – Los Angeles County Chief Information Officer William Kehoe

Dean Logan, VSAP Program Manager Kenneth Bennett and members of the VSAP Team gave a demonstration of the BMD to Los Angeles County's new Chief Information Officer William Kehoe.

#### January 18, 2018 – West Los Angeles and Beach Cities Democratic Clubs

Dean Logan and VSAP Team Member Laura Herrera joined California State Senator Ben Allen to give an overview of the upcoming changes happening statewide as a result of the California Voter's Choice Act in Los Angeles County as a result of VSAP implementation.

#### January 21, 2018 – La Cañada/La Crescenta Democratic Club

Jeff Klein, RR/CC Manager of Voter Education, Outreach and Community Relations, gave a presentation focused on the California Voters Choice Act and what changes will occur in Los Angeles County as VSAP is implemented.

#### January 27, 2018 – Los Angeles County League of Women Voters

Dean Logan presented on the future of voting in Los Angeles County at a town hall meeting for all chapters of the Countywide League of Women Voters.

#### February 2, 2018 – Coro: Technology x Democracy

Dean Logan and Secretary of State Alex Padilla were keynote speakers at the Coro of Southern California "Technology x Democracy" event where they discussed with emerging leaders the Voters Choice Act, and how it will impact voting throughout California, and Los Angeles County.

## **AWARDS AND RECOGNITIONS**

The VSAP continues to receive recognition both nationally and internationally. It is respected as an innovative program, leading the change for voting system modernization.

### *Access + Ability Exhibit*

The VSAP Ballot Marking Device is featured as part of The Cooper Hewitt, Smithsonian Design Museum in New York City exhibit "Access+Ability." The goal of the exhibit is to present products, projects and services developed by and with people with physical, cognitive and sensory disabilities that expand the ability to lead independent lives and engage more fully in the world. The exhibit will be on display through September 3, 2018.

### *Electoral Ergonomy Award*

Dean Logan was named the winner of the prestigious 2018 Electoral Ergonomy Award from the International Center for Parliamentary Studies. This award recognizes election officials who have tailored electoral procedures to the psychology of the voters and the specific characteristics of their electorate. The award was presented at the International Electoral Awards on December 5, 2017 at the Dead Sea, Jordan.

## **MEDIA COVERAGE**

January 3, 2018 – After releasing the RFP, various media outlets shared the message throughout Los Angeles County.

<https://scvnews.com/2018/01/03/registrar-recorder-looking-for-input-on-voting-solutions/>  
<http://www.hometownstation.com/santa-clarita-latest-news/los-angeles-county-seeks-submissions-to-enhance-the-future-of-voting-216375>

January 4, 2018 - VSAP Tech Advisory Committee member Charles Stewart III wrote an analysis of the importance of replacing our aging voting machines, and increasing the security of our elections, highlighting VSAP as a model of this.

[https://www.washingtonpost.com/news/monkey-cage/wp/2018/01/04/trumps-controversial-election-integrity-commission-is-gone-heres-what-comes-next/?utm\\_term=.219728c5f5f5](https://www.washingtonpost.com/news/monkey-cage/wp/2018/01/04/trumps-controversial-election-integrity-commission-is-gone-heres-what-comes-next/?utm_term=.219728c5f5f5)

## **Newsletter**

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.

## **About the VSAP**

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP)



While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

### **Stay Connected**

More information regarding the Voting Solutions for All People (VSAP) Project is available to the public online at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Kenneth Bennett, VSAP Program Manager at [kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov) or (562) 462-2699.





# ISSUE 12

MARCH 2018



# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

### IN THIS ISSUE

Message from Dean

RFP Update

King County Site Visit

Vote Center  
Placement Project

Public Engagement

Awards and  
Recognitions

In the News

Stay Connected

### CONTACT US

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**Kenneth Bennett**  
Program Manager  
[kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov)



### MESSAGE *from Dean*

When our department embarked on this journey, we knew the nature of this project would be disruptive. All critical innovations are. This disruption has helped us get to the root of what our voters want and need. We are proud of the progress we've made so far.

While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of the systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate. Additionally, the existing voting systems market is limited and inadequate to meet the needs of our region. We are overdue for solutions that are transparent, publicly owned and that ensure the security and integrity of our elections. These facts are what have motivated us to stay focused on our principles and to give the residents of Los Angeles County the voting experience they deserve.

So, we continue to move forward ensuring this vision becomes a reality. To do this, we will continue to ask for your support. Thank you for being part of the change to revolutionize the way we exercise our democracy in Los Angeles County.

**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk  
Los Angeles County

# RFP UPDATE

## VSAP RFP Phase 2

The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) issued a Request for Proposals (RFP) for system engineering and manufacturing to three prequalified Prime Contractors on January 2, 2018. This is the second phase of the solicitation process. The initial phase served to pre-qualify vendors to receive the solicitation.

The three Prime Contractors participating in the solicitation process, along with their teams, were invited to attend a tour of our RR/CC facilities on February 13, 2018. The tour included a demonstration of the new voting experience, including the Ballot Marking Device and Tally Solution and a walkthrough of our Election Operations Center (EOC). Our project partners IDEO and Digital Foundry were present throughout the tour to answer questions.

Proposals for the development, manufacturing, implementation and support services for the VSAP solution set forth in the Scope of Work are due Monday, March 12, 2018.





# KING COUNTY

## WASHINGTON SITE VISIT

On January 8, 2018, members of the VSAP team visited the King County Elections office in Renton, Washington. With over 1.2 million registered voters, King County is the largest election jurisdiction in the US that conducts all Vote by Mail elections. Our team was provided with a tour of the King County Elections facility and an overview of their operations.

This visit was a great learning opportunity for our team. We took away a lot of good information and best practices to consider in our future operations. The elections facility was quite impressive and had many great features for both efficiency and transparency. It is a great example of how real investment into the elections process yields many immediate benefits for election administrators, and most importantly, the public.

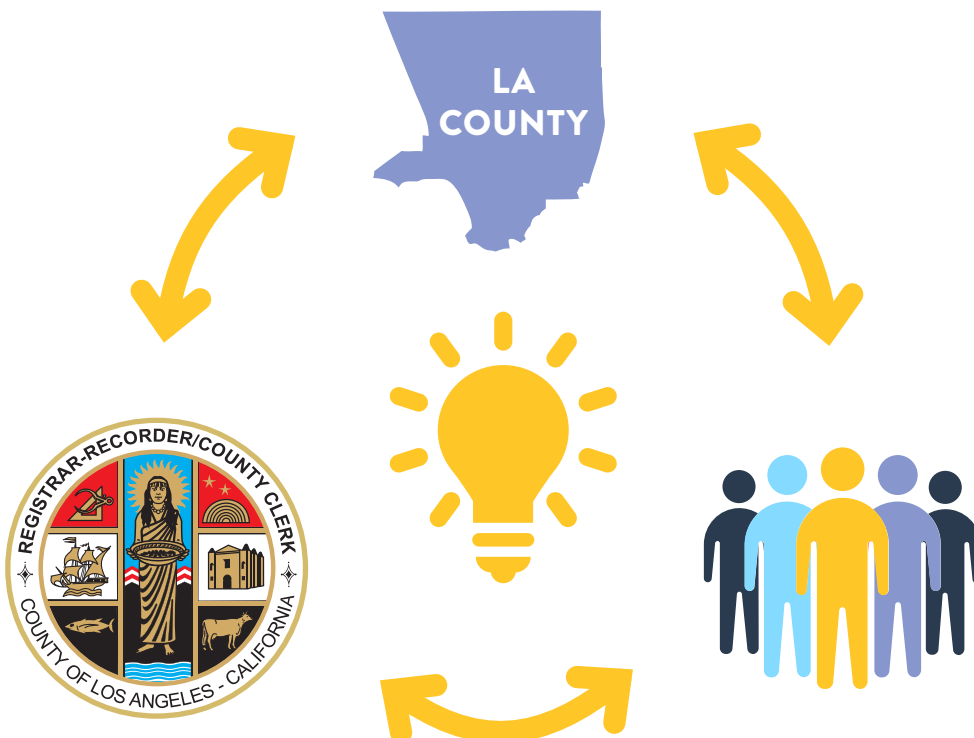




# VOTE CENTER PLACEMENT PROJECT

On December 7, 2018, the VSAP Team kicked off an engagement with PlaceWorks to identify and place vote center locations around Los Angeles County through the Vote Center Placement Project (VCPP). The VCPP will ensure that we are effectively addressing the needs of the Los Angeles County as we implement the new Vote Center experience.

The VCPP will involve a comprehensive spatial analysis to understand when and where voters are most likely to vote. It will take into consideration the accessibility, security, proximity, convenience and availability of vote center locations. Community members will be engaged through working directly with citizen advisory groups, by holding stakeholder meetings, conducting community surveys, as well as through an interactive online platform for voters to submit their input.



# PUBLIC ENGAGEMENT

We met with various representatives from different cities and community organizations this past quarter to present Los Angeles County's future voting experience.

## Los Angeles County Chief Information Officer William Kehoe

Registrar-Recorder/County Clerk Dean Logan, VSAP Program Manager Kenneth Bennett and members of the VSAP Team gave a demonstration of the BMD to Los Angeles County's new Chief Information Officer William Kehoe.



## West Los Angeles and Beach Cities Democratic Clubs

Dean Logan and VSAP Team Member Laura Herrera joined California State Senator Ben Allen at a Voter Information Event hosted by the West LA and Beach Cities Democratic Clubs. The goal of the event was to give an overview of the upcoming changes happening statewide as a result of the California Voter's Choice Act and to provide a preview of Los Angeles County's new voting experience after the implementation of VSAP beginning in 2020.



# PUBLIC ENGAGEMENT

## La Cañada/La Crescenta Democratic Club

Jeff Klein, RR/CC Manager of Voter Education, Outreach and Community Relations, gave a presentation focused on the California Voters Choice Act and changes coming to the LA County voter experience.

## Los Angeles County League of Women Voters

Dean Logan gave a presentation on the future of voting at a town hall meeting for all chapters of the Countywide League of Women Voters.





## Coro: Technology X Democracy

Dean Logan and California Secretary of State Alex Padilla were keynote speakers at the Coro of Southern California "Technology x Democracy" event where they discussed the anticipated impact of the Voter's Choice Act in California.



# AWARDS AND RECOGNITIONS

## VSAP at the Smithsonian!

The RR/CC and IDEO are proud to showcase the VSAP Ballot Marking Device in the “Access+Ability” exhibit at the Cooper Hewitt, Smithsonian Design Museum in New York City.

The exhibit provides a major platform for the growing movement toward accessibility and inclusive design. Its goal is to present products, projects and services developed by and with people with physical, cognitive and sensory disabilities that expand the ability to lead independent lives and engage more fully in the world. It includes over 70 innovative designs developed in the last decade and explores how users and designers are expanding and adapting accessible products and solutions in ways previously unimaginable.

The exhibit will be on display through September 3, 2018. For more information, please visit [www.cooperhewitt.org/channel/access-ability](http://www.cooperhewitt.org/channel/access-ability).



## International Electoral Ergonomy Award

We are proud to announce that Dean Logan was named the winner of the prestigious 2017 Electoral Ergonomy Award from the International Center for Parliamentary Studies. The award was presented at the International Electoral Awards on December 5, 2017 at the Dead Sea, Jordan.

Electoral Ergonomy recognizes election officials who have tailored electoral procedures to the psychology of the voters and the specific characteristics of their electorate.

The International Electoral Awards are established exclusively for electoral stakeholders by the International Centre for Parliamentary Studies. The awards acknowledge election officials and their significant contribution to the democratic process beyond the community of electoral professionals, practitioners and experts.

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<http://www.hometownstation.com/santa-clarita-latest-news/los-angeles-county-seeks-submissions-to-enhance-the-future-of-voting-216375>

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**January 4, 2018 – VSAP Technical Advisory Committee member Charles Stewart III wrote an analysis of replacing our aging voting machines and increasing the security of our elections. In his analysis, he highlighted the VSAP project as a model for the future.**

[https://www.washingtonpost.com/news/monkey-cage/wp/2018/01/04/trumps-controversial-election-integrity-commission-is-gone-heres-what-comes-next/?utm\\_term=.219728c5f5f5](https://www.washingtonpost.com/news/monkey-cage/wp/2018/01/04/trumps-controversial-election-integrity-commission-is-gone-heres-what-comes-next/?utm_term=.219728c5f5f5)



# STAY CONNECTED

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You can learn more about the project through our videos, research reports, media coverage and team member blog post.



## INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

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[VSAP.lavote.net](https://VSAP.lavote.net)





## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

July 2, 2018

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, *Dean* Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 2nd Quarter, 2018**

The following is the second quarterly update of 2018, detailing project activities and accomplishments during the period of March 1 to June 30, 2018. This report is provided to inform your Board and the public on the progress of Voting Solutions for All People (VSAP). This report is prepared in response to a motion adopted by your Board on September 7, 2010.

During this reporting period, VSAP has reached important milestones critical to the implementation of the new Vote by Mail ballot in November 2018 State General Election and the full VSAP experience in March 2020. These milestones include approval of contracts to bring on partners for the manufacturing and integration of the various VSAP components.

We have also achieved new milestones in community engagement. Through our Vote Center Placement Project, which is helping identify vote center locations, the Department launched an interactive website that allows voters to suggest vote center locations in their communities. In less than 24 hours, we received more than 600 suggested locations. We have also started reaching out to community organizations to establish partnerships that will ensure the new voting experience remains focused on voter access and confidence.

As we continue to move forward, the RR/CC remains committed to implementing a more secure, accessible and convenient voting experience for Los Angeles County voters. We will continue to collaborate with voters, local community organizations and your Board on this important project.

### **VSAP SYSTEM DEVELOPMENT AND IMPLEMENTATION**

Smartmatic USA was awarded the contract for the manufacturing and integration of VSAP systems following an extensive 9 month open and competitive solicitation and evaluation

process. Proposals were scored by technical, legal and financial evaluators—all experts in their respective fields. Smartmatic USA scored highest in all these areas.

The solicitation and evaluation process was a two-phase bid made available to all interested vendors. The process was conducted in accordance with Los Angeles County's competitive procurement policies. Your Board unanimously approved the contract on June 12, 2018 and the contract was signed and made effective June 13, 2018.

Along with this contract, your Board approved an engagement with Digital Foundry for the continued development of the VSAP publicly owned, open source Tally Solution and a contract amendment with K&H Integrated Print Solutions for the printing and mailing of Vote by Mail ballots.

These contracts mark a significant VSAP milestone. After nearly nine years of research, design, engineering and continuous public engagement, the RR/CC will begin to build the system that it designed with and for its voters. VSAP partnered with design firm IDEO to develop the new voting model using a human-centered design process focusing on making the voting process more secure, usable and accessible for voters. Through the engagements with these vendors, the RR/CC will implement a new, more user-friendly Vote by Mail ballot this November and all other components of the new voting experience for the March 2020 California Presidential Primary Election.

#### **TALLY SYSTEM CERTIFICATION**

The RR/CC continues to work with the California Secretary of State on the certification of the VSAP Tally solution to be used for Vote by Mail ballots in the November 2018 Election. The Secretary of State completed functional and volume testing the week of May 23<sup>rd</sup>. Additionally, the State's contracted voting systems test lab is scheduled to conduct code review and security testing the week of July 2<sup>nd</sup>. We anticipate a certification decision in August 2018.

#### **VOTE CENTER PLACEMENT PROJECT**

On May 8, 2018, the RR/CC launched the Vote Center Placement Project (VCPP) website. The VCPP website keeps voters informed of the County's process to identify vote centers and to gather community input. The site features an interactive tool that allows residents to suggest facilities or locations to be used as vote centers. This tool is available in 12 languages in addition to English, to ensure accessibility to the County's diverse communities. Since its launch, we have received approximately 700 suggestions from community members. All members of the public are invited to participate and continue to suggest vote center locations on the site<sup>1</sup> through July 31, 2018.

Additionally, the RR/CC is currently looking to identify community organizations to host and facilitate community meetings to engage voters in the VCPP. Voters will be invited to learn about the project and provide input on possible vote center locations in their communities. Community organizations are invited to apply through the VSAP website<sup>2</sup>. Approximately 30 meetings will be held starting in September 2018 throughout the County.

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<sup>1</sup> <http://vsap.lavote.net/vote-center-placement-project/>

<sup>2</sup> <http://vsap.lavote.net/>

The VCPP website also provides members of the public with information on the research, goals and evaluation criteria for vote center placement.

## **PUBLIC ENGAGEMENT**

During this reporting period, VSAP staff met with various organizations and city officials to present on the new voting experience.

March 15, 2018 – League of Women Voters Palms-Rancho Park & Torrance/South Bay Branches  
RR/CC Staff delivered presentations focused primarily on the California Voters Choice Act and on the changes that will occur in Los Angeles County as VSAP is implemented in 2018 and 2020.

March 27, 2018 – Easterseals Norwalk

Disability Rights California invited the VSAP team to participate in a Peer Self-Advocacy Skills event at Easterseals, an adult day care center for adults with developmental disabilities in Norwalk, CA. The event was focused on navigating the voting process in Los Angeles County. The VSAP Team provided an overview of the future voting experience, which included a demonstration of the Ballot Marking Device (BMD) and were on hand to assist interested individuals to register to vote. Voters of different abilities successfully went through a voter simulation, including a voter with limited hand mobility who used her feet to vote.

April 5, 2018 – Older Adult Summit

The VSAP team attended the Older Adult Summit held at the Pasadena Convention Center. This event provided an opportunity for the attendees ages 55 and up to interact with the BMD and gain information about the new voting experience. We registered new voters and distributed materials for this year's statewide elections. We connected with other City and County Departments who are interested in conducting voter education and registration in their respective communities.

April 10, 2018 – Voting in America – Town Hall

Dean Logan along with USC's Unruh Institute and Disability Rights California presented on VSAP with the focus being on eliminating barriers for voters with disabilities as well as underserved communities and youth.

April 23, 2018 – Southern California Grantmakers

The VSAP Team provided demonstrations of the BMD at the Southern California Grantmakers 2018 Public Policy Conference. Participants of the conference included California Secretary of State Alex Padilla, members of the media and the philanthropic community.

April 25, 2018 – Heart of Los Angeles Democratic Club

RR/CC staff gave a presentation focused primarily on the California Voters Choice Act and the changes that will occur in Los Angeles County as VSAP is implemented in 2018 and 2020.

May 2, 2018 – Wise and Healthy Aging

Disability Rights California invited members of the VSAP Team to participate in a Voting Rights Advocacy presentation at WISE and Healthy Aging Headquarters in Santa Monica, CA. WISE and Healthy Aging is a multi-service, non-profit organization which serves older adults and their families and



caregivers throughout Los Angeles County. The presentation focused on voting rights, especially around issues of accessibility.

June 15, 2018 – Pacific Post-Acute Nursing Facility

Disability Rights California invited the VSAP Team to participate in a Peer Self-Advocacy Skills event at Pacific Post-Acute Nursing Facility in Santa Monica, CA. The team provided an overview of the changes to the new future voting experience, which included a demonstration of the Ballot Marking Device (BMD) to several volunteers who interacted with the device. Ruth, a 103-year-old LA County voter and volunteer, navigated through the demo voting simulation effortlessly and thought that the touchscreen interface was easy to use and liked the ability to insert her ballot into the ballot box handsfree.

June 21, 2018 – Los Angeles County Information Security Steering Committee

RR/CC staff and the VSAP Team provided a demonstration of the BMD at the Los Angeles County Information Security Steering Committee (ISSC) at the County's Chief Information Office. The presentation focused mainly on the technology and security features of all VSAP program components, including the BMD and the Interactive Sample Ballot (ISB).

June 22, 2018 – Rotary Club of Whittier

Dean Logan gave a presentation to members of the Rotary Club of Whittier focused on the changes that will occur in Los Angeles County as VSAP is implemented in 2018 and 2020, as well as on election processes.

## **MEDIA COVERAGE**

April 4, 2018 – The U.S. Government Accountability Office included the VSAP in a report highlighting it as an innovative replacement of aging voting equipment.

<https://www.gao.gov/products/GAO-18-294>

May 8, 2018 – SCV News: County seeks public input on future vote centers.

<https://scvnews.com/2018/05/08/county-seeks-public-input-on-future-vote-centers/>

May 8, 2018 – mynewsLA: Easy access vote centers planned for 2020 in LA County.

<https://mynewsLA.com/life/2018/05/08/easy-access-vote-centers-planned-for-2020-in-l-a-county/>

May 9, 2018 – Fox News: Easy access vote centers planned for 2020 in LA County.

<http://www.foxLA.com/news/local-news/easy-access-vote-centers-planned-for-2020-in-los-angeles-county>

May 9, 2018 – LA West Media: Easy access vote centers planned for 2020 in LA County.

<https://lawestmedia.com/lawest/easy-access-vote-centers-planned-2020/>

May 9, 2019 – ABC 7 Eyewitness News: Vote Centers are Coming to Los Angeles County

<https://bit.ly/2JAFIBA>

May 9, 2018 – KPCC: Election officials in LA County are planning to phase out your local polling place. <https://bit.ly/2Hs3CVk>

May 18, 2018 – Malibu Surfside News: News Brief: LA County seeks voter center feedback.

<http://www.malibusurfsidenews.com/news-local-government/news-briefs-la-county-seeks-voter-center-feedback>

June 7, 2018 – KABC: A new way of voting might have prevented the printing error that left nearly 120K names off the voting roster in LA County yesterday.  
<https://bit.ly/2MtY3cs>

June 12, 2018 – ABC 7: Pricey voting system approved by LA County Board of Supervisors.  
<http://abc7.com/politics/new-voting-system-approved-by-la-county-board-of-supervisors/3595736/>

June 12, 2018 – myNews LA: LA County Invest \$300 Million in New Voting System.  
<https://mynewsla.com/business/2018/06/12/la-county-invests-300-million-in-new-voting-system/>

June 12, 2018 – KNX: Supes voted to approve contract for a countywide voting system.  
<https://bit.ly/2ygK4DP>

June 12, 2018 – KFI: LA County is going to spend nearly \$300 million on a new voting system.  
<https://bit.ly/2Jlw8Yy>

June 14, 2018 – LA Watts Times: LA County Invests \$300 Million in New Voting System.  
<https://bit.ly/2ycSrjK>

June 23, 2018 – Pasadena Star-News: In 2 years, how you vote in Los Angeles County will change.  
<https://www.pasadenastarnews.com/2018/06/23/in-two-years-how-you-vote-in-los-angeles-county-will-change/>

## **Newsletter**

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.

## **About the VSAP**

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP)

While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a

voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

### **Stay Connected**

More information regarding the Voting Solutions for All People (VSAP) Project is available to the public online at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Kenneth Bennett, VSAP Program Manager at [kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov) or (562) 462-2699.





# ISSUE 13

JUNE 2018



# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

### IN THIS ISSUE

Message from Dean

RFP Update

Vote Center  
Placement Project

VSAP Summit

Community Engagement

Stay Connected



### MESSAGE *from Dean*

As we continue to prepare for the road ahead, we have to remember to stop and celebrate the milestones. We hit one of the most significant milestones of this project this month and we want to share the excitement with you. On June 12, LA County's new voting experience came one step closer to becoming a reality after a contract was awarded to Smartmatic USA to assist us in the development, manufacturing and implementation of the County's new system by 2020.

This important step pushes us forward in delivering on our commitment to modernize the voting experience in Los Angeles County and to lead in the development and implementation of a non-proprietary, publicly-owned voting system that is responsive to the needs and behavior of our electorate.

Smartmatic USA and its team will be responsible for systems integration, engineering and manufacturing of the system components that were designed by and for Los Angeles County focusing on security, accessibility and usability.

Smartmatic USA was chosen after being scored by technical, legal and financial evaluators in accordance with Los Angeles County's competitive procurement policies. The company has extensive experience in manufacturing secure and customized election technology all over the world.

Thank you for being part of this journey with us.

*Dean C. Logan*

**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk  
Los Angeles County

### CONTACT US

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**Kenneth Bennett**  
Program Manager  
[kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov)

# RFP UPDATE

## Contract Awarded to Smartmatic USA

LA County has awarded Smartmatic USA a contract for the manufacturing and integration of the VSAP systems including the VSAP Ballot Marking Device (BMD) and Interactive Sample Ballot (ISB). Smartmatic USA was awarded the contract following an extensive 9 month open and competitive solicitation and evaluation process. Proposals were scored by technical, legal and financial evaluators—all experts in their respective fields.

The solicitation and evaluation processes was a two-phase bid that was made available to any interested vendors. The process was conducted in accordance with Los Angeles County's competitive procurement policies. The Los Angeles County Board of Supervisors unanimously approved the contract during the June 12, 2018 meeting and the contract was signed and made effective on June 13, 2018.

This marks a significant milestone for the VSAP. After nearly nine years of research, design, engineering and continuous public engagement, the RR/CC will begin to build the system that it designed with and for its voters. The VSAP partnered with design firm, IDEO to develop the systems using a human-centered design process focusing on making the voting process more secure, usable and accessible for voters. Through this engagement with Smartmatic USA, the RR/CC will implement the County-owned VSAP solution for the March 2020 California Presidential Primary election.




# VOTE CENTER PLACEMENT PROJECT LAUNCH

On May 8, 2018, the Registrar-Recorder/County Clerk (RR/CC) launched the Vote Center Placement Project (VCP) website. The VCP website will serve to keep voters informed of the County's process to identify vote centers and to gather community input during the process. The site allows Los Angeles County residents to suggest vote center locations through an interactive tool. This tool has been translated into 12 languages to ensure accessibility to the County's diverse communities. Since its launch, we have received over 600 Vote Center suggestion from community members.

The VCP website also provides members of the public with information on the research behind the VCP, as well as the goals and metrics being used to determine whether the suggested Vote Centers are accessible to all voters.

You can access the website by visiting [vsap.lavote.net/vote-center-placement-project/](https://vsap.lavote.net/vote-center-placement-project/). Once you are on the site, you can click on the "Suggest a Vote Center" link.

 **Los Angeles County Vote Center Placement Project**

## Los Angeles County Vote Center Sites

English - Español es - 中文 zh - Tagalog fil - हिंदी hi - 日本語 ja - 한국어 ko - Tiếng Việt vi - ไทย th - Azərbaycanca az - العربية ar - русский ru

Los Angeles County is choosing where vote centers should be located, and you can help!

[First time here? Get some help.](#)

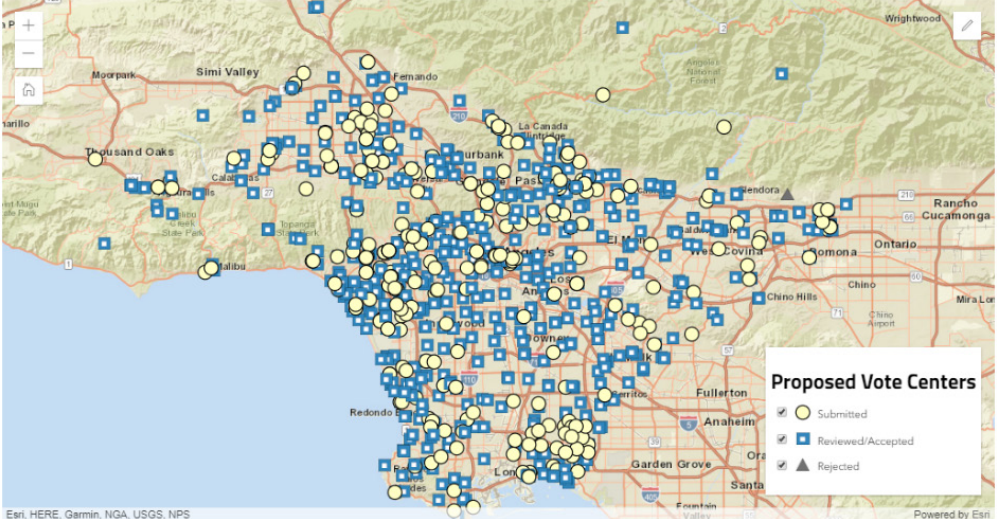
**Review proposed vote centers.**

Find a proposed site by clicking on a symbol on the map, or use the [list of all sites](#). When you find a site, you can review the details, or add your comments.

**Suggest a new vote center site.**

You can enter an address or click on the location on the map, then fill in the form below.

Site address:



Esri, HERE, Garmin, NGA, USGS, NPS

Powered by Esri

**To suggest a new vote center site, tell us as much as you can about it:**

Site name:



# VSAP SUMMIT

On March 16, 2018, the VSAP team held a VSAP Summit at the Liberty Community Plaza in Whittier, CA. The theme of the Summit was “The Future is in Good Hands”.

In preparation of the implementation of the new voting experience, the VSAP Summit helped to refocus the VSAP program members through various group activities.

Project teams provided updates on their perspective work and participated in activities that allowed them to reflect on the project’s milestones and recent achievements.



# COMMUNITY ENGAGEMENT

## Easterseals Norwalk

On March 27, 2018, Disability Rights California invited the VSAP team to participate in a Peer Self-Advocacy Skills event at Easterseals, an adult day care center for adults with developmental disabilities in Norwalk, CA.

The event was focused on navigating the voting process in Los Angeles County. The VSAP Team provided an overview of the future voting experience, which included a demonstration of the Ballot Marking Device (BMD) and were on hand to assist interested individuals to register to vote. This event showcase the accessibility of the BMD. Voters of different abilities successfully went through a voter simulation, including a voter with limited hand mobility who used her feet to vote.



## Older Adult Summit

The VSAP team attended the Older Adult Summit held at the Pasadena Convention Center on April 5, 2018. This event provided an opportunity for the attendees ages 55 and up to interact with the BMD and gain information about the new voting experience. We registered new voters and distributed materials for this year's statewide elections. We connected with other City and County Departments who are interested in conducting voter education and registration in their respective communities.

# COMMUNITY ENGAGEMENT

## **League of Women Voters Palms-Rancho Park & Torrance/South Bay Branches**

Jeff Klein, RR/CC Manager of Voter Education, Outreach and Community Relations, gave presentations focused primarily on the California Voters Choice Act and on the changes that will occur in Los Angeles County as VSAP is implemented in 2018 and 2020.

## **Voting in America – Town Hall**

Dean Logan along with USC's Unruh Institute and Disability Rights California presented on VSAP with the focus being on eliminating barriers for voters with disabilities as well as underserved communities and youth.

## **Heart of Los Angeles Democratic Club**

Jeff Klein, RR/CC Manager of Voter Education, Outreach and Community Relations, gave a presentation focused primarily on the California Voters Choice Act and the changes that will occur in Los Angeles County as VSAP is implemented in 2018 and 2020.

## **Southern California Grantmakers**

The VSAP Team provided demonstrations of the BMD at the Southern California Grantmakers 2018 Public Policy Conference. Participants of the conference included California Secretary of State Alex Padilla, members of the media and the philanthropic community.



# COMMUNITY ENGAGEMENT

## Wise and Healthy Aging

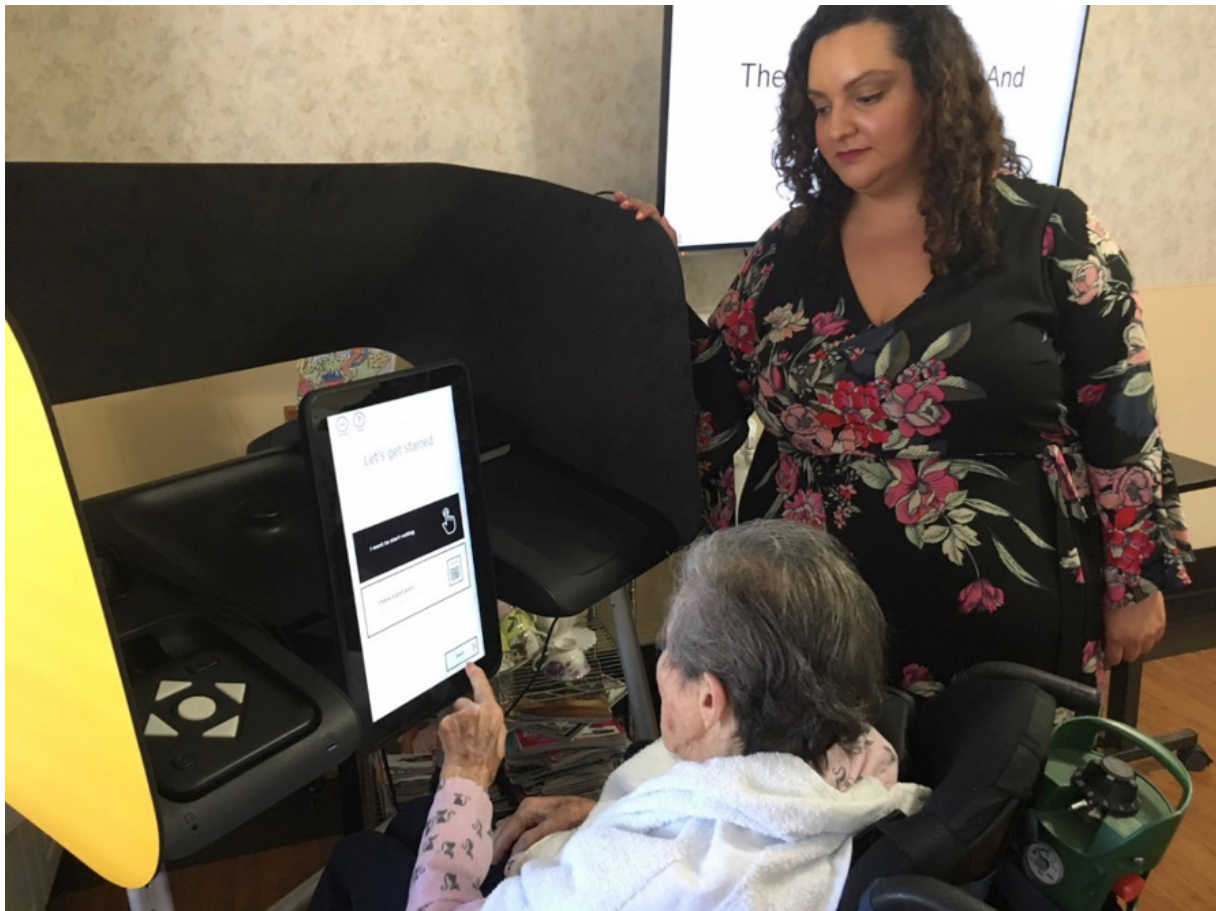
On May 2, 2018, Disability Rights California (DRC) invited members of the VSAP Team to participate in a Voting Rights Advocacy presentation at WISE and Healthy Aging Headquarters in Santa Monica, CA. WISE and Healthy Aging is a multi-service, non-profit organization which serves older adults and their families and caregivers throughout Los Angeles County. The presentation focused on voting rights, especially around issues of accessibility.



# COMMUNITY ENGAGEMENT

## Pacific Post-Acute Nursing Facility

On June 15, 2018, Disability Rights California invited the VSAP Team to participate in a Peer Self-Advocacy Skills event at Pacific Post-Acute Nursing Facility in Santa Monica, CA. The team provided an overview of the changes to the new future voting experience, which included a demonstration of the Ballot Marking Device (BMD). Overall, there were 15 people in attendance with several volunteers who interacted with the device. One particular volunteer included Ruth, a 103-year-old LA County voter, who navigated through the demo voting simulation effortlessly. She thought that the touchscreen interface was easy to use and liked the ability to insert her ballot into the ballot box handsfree.



# COMMUNITY ENGAGEMENT

## **Los Angeles County Information Security Steering Committee**

RR/CC staff and the VSAP Team provided a demonstration of the BMD at the Los Angeles County Information Security Steering Committee (ISSC) at the County's Chief Information Office. The presentation focused mainly on the technology and security features of all VSAP program components, including the BMD and the Interactive Sample Ballot (ISB).

## **Rotary Club of Whittier**

Dean Logan gave a presentation to members of the Rotary Club of Whittier focused on the changes that will occur in Los Angeles County as VSAP is implemented in 2018 and 2020, as well as on election processes.



# STAY CONNECTED

FOR STORIES FEATURING VSAP, VISIT  
**VSAP.LAVOTE.NET/NEWSROOM**



## HAVE YOU VISITED OUR WEBSITE?

Get the latest updates and project  
developments at [VSAP.lavote.net](https://vsap.lavote.net)

You can learn more about the  
project through our videos,  
research reports, media coverage  
and team member blog post.



# STAY CONNECTED

## INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit at [vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov) to be featured on our blog.

### FOLLOW US ON SOCIAL MEDIA



@lacountyrrcc



VOTING SOLUTIONS FOR ALL PEOPLE



VOTING SOLUTIONS FOR ALL PEOPLE

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[VSAP.lavote.net](https://VSAP.lavote.net)





## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN

Registrar-Recorder/County Clerk

October 25, 2018

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 3rd Quarter, 2018**

The following is the third quarterly update of 2018, detailing project activities and accomplishments during the period of June 1, 2018 to September 30, 2018. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

We are pleased to inform you that California Secretary of State Alex Padilla certified VSAP Tally Version 1.0 on August 21, 2018, making it the first publicly-owned, open-technology election tally system certified under the California Voting Systems Standards. As part of the certification process, the system went through rigorous functional and security testing conducted by the Secretary of State's staff and a certified voting system test lab. The testing ensured the system's compliance with California and federal laws, including the California Voting System Standards (CVSS).

The certification of the VSAP Tally solution allowed the RR/CC to implement its newly redesigned VSAP Vote by Mail (VBM) ballots for the November 6, 2018 General Election. Over 2.5 million voters have received the new ballot.

### **VOTE CENTER RESEARCH PROJECT**

In California, five Counties (Madera, Napa, Nevada, Sacramento and San Mateo) have already implemented the Vote Center model in accordance with the Voter's Choice Act. Los Angeles County Registrar-Recorder/County Clerk (RR/CC) staff was sent to each County to work at a Vote Center for the June 5<sup>th</sup> Primary Election. Staff was responsible to learn and take notes on the processes and procedures of four major operations: training, Vote Center operations, Vote by Mail drop-off and voter outreach.

The experience and information that the staff brought back was extremely insightful and will assist the RR/CC implement the Vote Center model in March 2020.

## **SYSTEM MANUFACTURING AND INTEGRATION KICK-OFF**

On July 10, 2018, Los Angeles County Registrar-Recorder/County Clerk (RR/CC) and Smartmatic USA formally kicked off their partnership to implement VSAP in Los Angeles County. Following an open and competitive solicitation process, Smartmatic was contracted, with approval from your Board, for the manufacturing and integration of the VSAP solution.

The meeting also included members from Gartner and Digital Foundry, who are critical partners to this project. Team members discussed project timelines, deliverables and best communication practices in order to meet project goals.

## **PUBLIC ENGAGEMENT**

During this reporting period, VSAP staff met with various organizations and city officials to present on the new voting experience.

### June 15, 2018 – Pacific Post-Acute Nursing Facility

The VSAP Team joined Disability Rights California for a voting rights presentation and provided a demonstration of the Ballot Marking Device (BMD) at the Pacific Post-Acute Nursing Facility.

### June 16, 2018 – The Valley Grassroots for Democracy

Jeff Klein, RR/CC Manager of Voter Education, Outreach and Community Relations, gave a presentation on what changes will occur in Los Angeles as VSAP is implemented in 2018 and 2020.

### June 21, 2018 – Information Security Steering Committee (ISSC)

VSAP Program Manager, Kenneth Bennett and members of the VSAP Team gave a demonstration of the BMD to the Los Angeles County Information Security Steering Committee (ISSC) and presented VSAP's mission with an emphasis on security.

### July 18, 2018 – Braille Institute - Low Vision and Aging in Place Conference

The VSAP Team provided a demonstration of the BMD at the Low Vision and Aging in Place conference hosted by the Braille Institute. The presentation focused on ensuring voting rights for seniors and people with disabilities.

### July 19, 2018 – City Clerk Summit

The RR/CC hosted its annual City Clerk Summit at Liberty Community Plaza in Whittier, CA. Laura Herrera, VSAP Project Assistant, presented on the implementation of the new Vote by Mail (VBM) design, VBM drop off locations and the Early Voting sites. Representatives from PlaceWorks, who are leading the Vote Center Placement Project (VCP), gave a presentation on what VCP is and provided the City Clerks with information on how their constituents can participate and stay updated the placement of future Vote Centers.

July 26, 2018 – Little Hoover Commission

VSAP Program Manager, Kenneth Bennett presented a testimony during a public hearing on voting equipment security to demonstrate and emphasize that security remains one of the core principles of VSAP.

July 30, 2018 – National Conference of State Legislators

The VSAP Team provided a BMD Demonstration to the National Conference of State Legislators at the RR/CC Headquarters.

August 6, 2018 – CAUSE Leadership Meeting

Aaron Nevarez, RR/CC Government and Legislative Affairs Division Manager, gave a presentation about the VSAP program and highlighted the new voter experience at a CAUSE (Center for Asian Americans United for Self Empowerment) Leadership meeting.

August 15, 2018 – Commission on Disability Rights

Dean Logan gave a presentation on the VSAP Program and the future Los Angeles County Voting Experience before the Commission on Disability Rights. The presentation focused primarily on accessibility and ensuring voting rights for people with disabilities.

August 26, 2018 – Los Angeles County Democratic Party

Jeff Klein, RR/CC Manager of Voter Education, Outreach and Community Relations gave a presentation on VSAP and provided an implementation timeline for 2018-2020.

August 28, 2018 – Dolores Huerta Foundation

The Dolores Huerta Foundation visited the Registrar-Recorder/County Clerk and learned about VSAP's future voting experience and discussed potential partnership opportunities leading into 2020. Meeting participants included Dolores Huerta with the Foundation's GIS specialists, outreach and community engagement directors.

September 2, 2018 – Los Angeles County Fair

The RR/CC's Outreach Team shared the VSAP vision with members of the public during the parade at the Los Angeles County Fair. The theme for the parade was "Driving Toward the Future of Voting." The RR/CC's Chief Deputy Debbie Martin and the Outreach Team carried signs that displayed the future changes to the voting experience.

September 13, 2018 – Los Angeles County Facility Managers Meeting

Members of the PlaceWorks and VSAP Teams made a presentation at the Los Angeles County Facility Managers monthly meeting about the Vote Center Placement Project (VCPP). They provided participants with an overview of the VSAP Program and how to support the RR/CC by providing facility information for potential vote center sites.

August 28, 2018 – Valley VOTE

Jeff Klein, RR/CC Manager of Voter Education, Outreach and Community Relations presented to Valley VOTE in North Hills, CA on the changes that will occur in Los Angeles County as VSAP is implemented in 2018 and 2020.



September 24, 2018 – Election Commission of South Korea

The VSAP Team provided a demonstration of the Ballot Marking Device to the Election Commission of South Korea.

September 27, 2018 – National Bureau of Statistics of China

The VSAP Team provided a demonstration of the Ballot Marking Device to the National Bureau of Statistics of China.

**MEDIA COVERAGE**

**Voting Begins in Los Angeles County – CBS LA**

<https://losangeles.cbslocal.com/2018/10/09/voting-begins-in-los-angeles-county/>

**Vote by Mail ballots to arrive for CA residents, local event to inform about updated VSAP initiative – The Signal Tribune**

<https://signaltribunenewspaper.com/39342/news/vote-by-mail-ballots-to-arrive-for-ca-residents-local-event-to-inform-about-updated-vsap-initiative/>

**County Registrar Mails More than 2.3 Million New, Improved Vote by Mail Ballots – SCV News**

[https://scvnews.com/2018/10/09/county-registrar-mails-more-than-2-3-million-new-improved-vote-by-mail-ballots/?utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_source=govdelivery&utm\\_term=](https://scvnews.com/2018/10/09/county-registrar-mails-more-than-2-3-million-new-improved-vote-by-mail-ballots/?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

**Newsletter**

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### **Stay Connected**

More information regarding the Voting Solutions for All People (VSAP) Project is available to the public online at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Kenneth Bennett, VSAP Program Manager at [kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov) or (562) 462-2699.



# ISSUE 14

OCTOBER 2018



# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

### IN THIS ISSUE

Message from Dean

Vote Center  
Research Project

Smartmatic Kickoff

System Certification  
Update

Community Engagement

In the News

Stay Connected

### CONTACT US

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**Kenneth Bennett**  
Program Manager  
[kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov)



### MESSAGE from Dean

On October 9, 2.3 million permanent vote by mail voters started to receive their newly redesigned vote by mail ballots in the mail. This marked an important milestone for Voting Solutions for All People and our efforts to modernize voting in Los Angeles County.

Our newly redesigned Vote by Mail ballots are easier to read, easier to fill out and, for the very first time, no postage is required to send them back. The full-face ballot is our first step in implementing a new voting experience and represents years of research, input gathering and user testing.

Making the voting process accessible to all has been one of our core missions and this is the public's opportunity to get a glimpse of the full experience we are crafting for 2020. Public engagement has been the driving force for this initiative since day one. Hearing the concerns and feedback from voters in LA County has driven all the decisions we have made and we plan on using this voter-centered approach as we continue to 2020.

As we get closer to 2019, we have a lot more planned – from our Vote Center Placement Project, which will outline where in the County vote centers will be located to conducting large-scale meetings in a large number of communities to gather input from stakeholders. We will also work on a mock election to introduce the full new voter experience to the residents of this County.

Together we are taking on this new endeavor and letting our principles guide us along the way. Get excited, there is more to come.

**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk  
Los Angeles County



# VOTE CENTER RESEARCH PROJECT

In California, five Counties (Madera, Napa, Nevada, Sacramento and San Mateo) have already implemented the Vote Center model in accordance with the Voter's Choice Act. Los Angeles County Registrar-Recorder/ County Clerk (RR/CC) staff was sent to each County to work at a Vote Center for the June 5th Primary Election. Staff was responsible to learn and take notes on the processes and procedures of four major operations: training, Vote Center operations, Vote by Mail drop-off and voter outreach.

The experience and information that our staff brought back was extremely insightful and will genuinely assist the RR/CC implement the Vote Center model in March 2020.



RR/CC staff pictured with John Tuteur, Napa County Assessor-Recorder-County Clerk and the Napa County Elections Team



RR/CC staff pictured with Gregory J. Diaz, Nevada County Registrar of Voters



# VOTING SYSTEM MANUFACTURING AND INTEGRATION KICK-OFF

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The meeting also included members from Gartner and Digital Foundry, who are critical partners to this project. Team members spent much of the meeting discussing project timelines, deliverables and best communication practices to ensure project success.



# SYSTEM CERTIFICATION UPDATE

## VSAP Tally System Certified

On August 21, 2018, California Secretary of State Alex Padilla certified VSAP Tally Version 1.0, making it the first publicly-owned, open-technology election tally system certified under the California voting systems standards.

As part of the certification process, the system went through rigorous functional and security testing conducted by the Secretary of State's staff and a certified voting system test lab. The testing ensured the system's compliance with California and federal laws, including the California Voting System Standards (CVSS).

The certification of the VSAP Tally solution allowed the RR/CC to implement its newly redesigned VSAP Vote by Mail (VBM) ballots for the November 6, 2018 General Election.

Gaining certification of this new technology represents a significant step in the future of elections in Los Angeles County and across the country.

# COMMUNITY ENGAGEMENT

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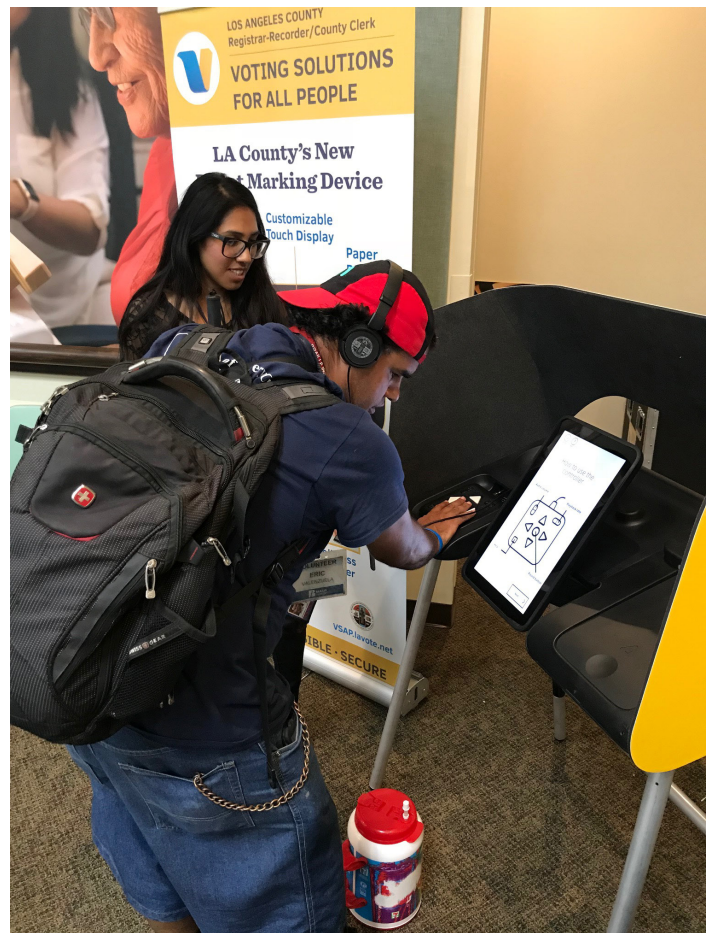
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Members of the PlaceWorks and VSAP Teams made a presentation at the Los Angeles County Facility Managers monthly meeting about the Vote Center Placement Project (VCP). They provided participants with an overview of the VSAP Program and how to support the RR/CC by providing facility information for potential vote center sites.

## **August 28, 2018 – Valley VOTE**

Jeff Klein, RR/CC Manager of Voter Education, Outreach and Community Relations presented to Valley VOTE in North Hills, CA on the changes that will occur in Los Angeles County as VSAP is implemented in 2018 and 2020.

## **September 24, 2018 – Election Commission of South Korea and National Bureau of Statistics of China**

The VSAP Team provided demonstrations of the Ballot Marking Device to the Election Commission of South Korea and the National Bureau of Statistics of China.

## **September 27, 2018 – National Bureau of Statistics of China**

The VSAP Team provided demonstrations of the Ballot Marking Device to the National Bureau of Statistics of China.



# IN THE NEWS

The links below provide access to the news articles that features the VSAP

## **Voting Begins in Los Angeles County – CBS LA**

<https://losangeles.cbslocal.com/2018/10/09/voting-begins-in-los-angeles-county/>

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## **Vote by Mail ballots to arrive for CA residents, local event to inform about updated VSAP initiative – The Signal Tribune**

<https://signaltribunenewspaper.com/39342/news/vote-by-mail-ballots-to-arrive-for-ca-residents-local-event-to-inform-about-updated-vsap-initiative/>

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## **County Registrar Mails More than 2.3 Million New, Improved Vote by Mail Ballots – SCV News**

[https://scvnews.com/2018/10/09/county-registrar-mails-more-than-2-3-million-new-improved-vote-by-mail-ballots/?utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_source=govdelivery&utm\\_term=](https://scvnews.com/2018/10/09/county-registrar-mails-more-than-2-3-million-new-improved-vote-by-mail-ballots/?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

**FOR STORIES FEATURING VSAP, VISIT**  
**VSAP.LAVOTE.NET/NEWSROOM**



# STAY CONNECTED

## HAVE YOU VISITED OUR WEBSITE?

Get the latest updates and project developments at [VSAP.lavote.net](https://vsap.lavote.net)

You can learn more about the project through our videos, research reports, media coverage and team member blog post.



## INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit at [vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov) to be featured on our blog.

### FOLLOW US ON SOCIAL MEDIA



@lacountyrrcc



VOTING SOLUTIONS FOR ALL PEOPLE

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[VSAP.lavote.net](https://VSAP.lavote.net)



## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN

Registrar-Recorder/County Clerk

February 4, 2019

TO: Supervisor Janice Hahn, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 4th Quarter, 2018**

The following is the fourth quarterly update for 2018, detailing project activities and accomplishments during the period of October 1, 2018 to December 31, 2018. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

During the reporting period, our office initiated a wide-reaching community effort to ensure voters know about our transition from polling places to vote centers. Since the core mission of the Vote Center Placement Project (VCP) is to identify and place accessible and convenient vote center and Vote by Mail drop box locations throughout the County, we partnered with community organizations to help us facilitate these meetings. During this first phase of community meetings, we gathered feedback from over 30 different communities. Voters told us where they wanted to vote in their community, asked questions about the process, learned about the new voting experience and engaged with our staff. This type of public engagement has been a top priority for our Department from the very start of this initiative and will continue through full implementation in March 2020.

By identifying and assessing thousands of potential vote center sites to ensure that vote centers and Vote by Mail drop box locations are distributed across the County, we will be able to provide greater access and convenience to all voters.

### **SUCCESSFUL IMPLEMENTATION OF THE NEW VOTE BY MAIL BALLOT**

The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) achieved a major milestone by successfully implementing the new Vote by Mail (VBM) ballot for the California Statewide General Election in November 2018.



Starting in October, LA County Vote by Mail voters received the easy to use, full-faced, multi-card VBM ballot and materials in their preferred language. Postage was not required to return ballots by mail.

The RR/CC also expanded the number of options to vote early and return ballots. Voters had the ability to receive and return their VBM ballot daily at the RR/CC Norwalk headquarters or at 9 other Weekend Early Voting sites the 2 weekends prior to Election Day. LA County Voters could also drop off their ballots at any of the 150 additional VBM drop off sites located throughout the County. In total, the RR/CC processed 1,350,313 VBM ballots, the highest number of VBM ballots in any election.

## **VOTE CENTER PLACEMENT PROJECT**

The first round of the Vote Center Placement Project (VCP) Grassroots Community Meetings kicked off on November 16, 2018. The RR/CC partnered with 18 Community Based Organizations to host and facilitate a total of 33 meetings across the County. We've invited members of the public to learn about the Voting Solutions for All People (VSAP), specifically the County's efforts in identifying potential Vote Center locations for the March 2020 Presidential Primary Election and beyond.

The public has been able to provide input on recommended Vote Center locations and suggest additional sites in their own community and Countywide.

The first round of meetings continued through January 2019. For a complete listing of community meetings, please visit [vsap.lavote.net/vote-center-placement-project](http://vsap.lavote.net/vote-center-placement-project).

### **VCP Partners include:**

Armenian National Committee of America, La Crescenta Chapter  
Armenian National Committee of America, Pasadena Chapter  
Armenian National Committee of America, Western Region Chapter  
Arts for LA  
Black Women for Wellness  
California Common Cause  
Center for Asian Americans United for Self Empowerment (CAUSE)  
Coalition for Humane Immigrant Rights of Los Angeles (CHIRLA)  
Disability Rights California  
Empower LA  
Korean American Coalition  
League of Women Voters- Los Angeles  
League of Women Voters- Whittier  
NALEO Educational Fund  
National Iranian Council  
Pacoima Beautiful  
SBCC Thrive LA  
United Cerebral Palsy Los Angeles

**2018 Vote Center Placement Project (VCP) Grassroots Community Meetings**

November 16, 2018- Salvation Army in Compton, CA hosted by SBCC Thrive LA (SD 2)

November 17, 2018- Petit Park, Granada Hills Recreation Center in Granada Hills, CA hosted by California Common Cause and Empower LA (SD 5)

November 28, 2018- Pacoima City Hall in Pacoima, CA hosted by Pacoima Beautiful (SD 3)

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December 12, 2018- University Center of Lancaster in Lancaster, CA hosted by Coalition for Humane Immigrant Rights of Los Angeles (CHIRLA) (SD 5)

December 13, 2018- H&H Jivalagian Youth Center in Pasadena, CA hosted by Armenian National Committee of America, Pasadena Chapter (SD 5)

December 14, 2018- Glendale Youth Center in Glendale, CA hosted by Armenian National Committee of America, Western Region Chapter (SD 5)

## **PUBLIC ENGAGEMENT**

During this reporting period, VSAP staff met with various organizations and city officials to present on the new voting experience.

### October 1, 2018- Los Angeles County Management Fellows Program

The VSAP Team provided a demonstration of the Ballot Marking Device (BMD) in the VSAP Lab at the Norwalk Headquarters to the participants of the Los Angeles County Management Fellows Program.

### October 2, 2018- Pasadena Senior Center

The RR/CC Outreach Team provided a presentation about VSAP as part of the Fall Masters Series of the Pasadena Senior Center, which provided a full description of the components of the new voting experience and how the County began partnering with community members and organizations to develop VSAP.

### October 2, 2018- Vote Center Placement Project Community Based Organization Training

In preparation of the start of the first round of VCPP Grassroots Community Meetings, the RR/CC and PlaceWorks held a comprehensive training for the Community Based Organizations that were selected to host and facilitate the meetings at the Los Angeles River Center and Gardens.

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In partnership with the Long Beach City Clerk's office, Aaron Nevarez, Governmental and Legislative Affairs Division Manager, facilitated a presentation at a community forum designed for residents to learn about the New Vote by Mail ballot and the VSAP Project.

### October 31, 2018- Regional Independent Living Center

The RR/CC Outreach Team gave a presentation about the accessibility features of each element of the new voting experience, including the Vote by Mail ballot in East Los Angeles, CA.

## **MEDIA COVERAGE**

Did You Know Polling Sites Are Disappearing in 2020? Find Out More at the Community Meetings  
Public Input on 2020 Vote Centers - Los Angeles Sentinel

<https://lasentinel.net/did-you-know-polling-sites-are-disappearing-in-2020-find-out-more-at-the-community-meetings-public-input-on-2020-vote->

[centers.html?utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_source=govdelivery&utm\\_term=](#)

**For charter cities like Long Beach, future election dates hinge on legal challenge - Long Beach Post**

[https://lbpost.com/news/politics/for-charter-cities-like-long-beach-future-election-dates-hinge-on-legal-challenge/?utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_source=govdelivery&utm\\_term=](https://lbpost.com/news/politics/for-charter-cities-like-long-beach-future-election-dates-hinge-on-legal-challenge/?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

**ANCA CV to Co-Host Voter Information Community Meeting with LA County - Asbarez Armenian news**

<http://asbarez.com/176881/anca-cv-to-co-host-voter-information-community-meeting-with-la-county/>

**L.A. County Plans to Transition to Vote Centers - LA Weekly**

<https://www.laweekly.com/news/la-county-plans-to-transition-to-vote-centers-10102330>

**Out with the old, in the with new - Signal Tribune**

<https://signaltribunenewspaper.com/39993/news/out-with-the-old-in-the-with-new/>

**Residents suggest locations of future vote centers in Long Beach - Long Beach Post**

<https://lbpost.com/news/residents-suggest-locations-of-future-vote-centers-in-long-beach/>

**SCV residents get chance to give input on voter centers next month - The Signal Santa Clarita Valley**

<https://signalscv.com/2018/12/scv-residents-get-chance-to-give-input-on-voter-centers-next-month/>

**An Invitation From Inglewood City Clerk Horton - LA Sentinel**

<https://lasentinel.net/an-invitation-from-inglewood-city-clerk-horton.html>

**Community meetings on 2020 vote slated - Compton Herald**

<https://comptonherald.org/community-meetings-2020-vote-slated/?sfw=pass1547573974>

**Community Meetings To Get Public Input on 2020 Vote Centers Begin Friday - My News LA**

<https://mynews1a.com/life/2018/11/14/community-meetings-to-get-public-input-on-2020-vote-centers-begin-friday/>

**Community Meetings Will Be Held Across the Region to Get Public's Input on 2020 Vote Centers - NBC4**

[https://www.nbclosangeles.com/news/local/Community-Meetings-2020-Vote-Centers--500568001.html?utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_source=govdelivery&utm\\_term](https://www.nbclosangeles.com/news/local/Community-Meetings-2020-Vote-Centers--500568001.html?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term)

**LA County 'vote centers' are coming to San Fernando Valley neighborhoods. Here's your chance to weigh in - Los Angeles Daily News**

<https://www.dailynews.com/2018/11/14/la-county-vote-centers-are-coming-to-san-fernando-valley-neighborhoods-heres-your-chance-to-weigh-in/>



**L.A. County Registrar Dean Logan Answers Viewer Voting Questions Ahead of Election Tuesday - KTLA**

<https://ktla.com/2018/11/04/l-a-county-registrar-dean-logan-answers-viewer-voting-questions-ahead-of-election-tuesday/>

**Enjoy Your Local Polling Place While You Can. It Probably Won't Last – Laist**

[https://laist.com/2018/10/30/los\\_angeles\\_local\\_polling\\_place\\_voting\\_centers.php?fbclid=IwAR11uDiDX2fIPzYJmHsvD15wYdObucA1aeAzNNiwJ0ac3mpmZlu3c4JySr4](https://laist.com/2018/10/30/los_angeles_local_polling_place_voting_centers.php?fbclid=IwAR11uDiDX2fIPzYJmHsvD15wYdObucA1aeAzNNiwJ0ac3mpmZlu3c4JySr4)

**Here's how LA County voting will change in 2020 – KPCC**

<https://www.scpr.org/news/2018/10/30/86871/here-s-how-la-county-voting-will-change-in-2020/>

**Voting in 2020? It Might Not Be At a Polling Place - NBC4**

<https://www.nbclosangeles.com/multimedia/Goodbye-Polling-Places-Vote-Centers-Replace-2020-Elections-498331191.html>

**Vote-by-mail ballots to arrive for CA residents, local event to inform about updated VSAP initiative - Signal Tribune**

<https://signaltribunenewspaper.com/39342/news/vote-by-mail-ballots-to-arrive-for-ca-residents-local-event-to-inform-about-updated-vsap-initiative/>

**County Registrar Mails More than 2.3 Million New, Improved Vote by Mail Ballots - SCV News**

[https://scvnews.com/2018/10/09/county-registrar-mails-more-than-2-3-million-new-improved-vote-by-mail-ballots/?utm\\_content=&utm\\_medium=email&utm\\_name=&utm\\_source=govdelivery&utm\\_term=](https://scvnews.com/2018/10/09/county-registrar-mails-more-than-2-3-million-new-improved-vote-by-mail-ballots/?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=)

**Counties May Switch to Vote Centers in 2020 - NBC4**

<https://www.nbclosangeles.com/news/local/Counties-May-Switch-to-Vote-Centers-in-2020-498333161.html>

**Newsletter**

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.

**About the VSAP**

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP).

While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process

in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

### **Stay Connected**

More information regarding the Voting Solutions for All People (VSAP) Project is available to the public online at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Kenneth Bennett, VSAP Program Manager at [kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov) or (562) 462-2699.



# ISSUE 15

DECEMBER 2018



# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

### IN THIS ISSUE

Message from Dean

VSAP Update

Vote Center  
Placement Project

Community Engagement

In the News

Stay Connected

### CONTACT US

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[vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov)

**Monica Flores**  
Administrative Manager  
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**Kenneth Bennett**  
Program Manager  
[kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov)



### MESSAGE from Dean

During the last three months, our office has been part of a wide-reach community effort to ensure voters know about our transition from polling places to vote centers. This new model will allow voters to cast a ballot at any vote center in the County over an 11-day period. Since the Vote Center Placement Project (VCP) core mission is to identify and place accessible and convenient vote center locations throughout the County, we partnered with prominent community organizations to help us facilitate these meetings. During this first phase of community meetings, we gathered feedback from over 30 different communities. Voters told us where they wanted to vote in their community, asked questions about the process, learned about the new voting experience and engaged with our staff.

This type of public engagement has been a top priority for our Department from the very start of this initiative and we will continue this process through full implementation in March 2020.

Starting this April, we will kick off a second round of public meetings for more input and engagement.

By identifying and assessing thousands of potential vote center sites to ensure that vote centers and Vote by Mail drop box locations are distributed across the County, we will provide greater access and convenience to all voters. There is a lot of work on the horizon and we are excited for the voters of LA County to experience our vision.

Sincerely,

*Dean C. Logan*

**DEAN C. LOGAN**  
Registrar-Recorder/County Clerk  
Los Angeles County

# VSAP UPDATE

## SUCCESSFUL IMPLEMENTATION OF THE NEW VOTE BY MAIL BALLOT!

The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) achieved a major milestone by successfully implementing the new Vote by Mail (VBM) ballot for the California Statewide General Election in November 2018.

Starting in October, LA County Vote by Mail voters received the easy to use, full-faced, multi-card VBM ballot and materials in their preferred language. Postage was not required to return ballots by mail.

The RR/CC also expanded the number of options to vote early and return ballots. Voters had the ability to receive and return their VBM ballot daily at the RR/CC Norwalk headquarters or at 9 other Weekend Early Voting sites the 2 weekends prior to Election Day. LA County Voters could also drop off their ballots at any of the 150 additional VBM drop off sites located throughout the County.

In total, the RR/CC processed 1,350,313 VBM ballots, the highest number of VBM ballots in any election!



*Registrar-Recorder/County Clerk Dean Logan  
with the new VBM ballot design*



# VOTE CENTER PLACEMENT PROJECT

## The First Round of VCPP Grassroots Community Meetings Have Begun

The first round of the Vote Center Placement Project (VCPP) Grassroots Community Meetings kicked off on November 16, 2018. The RR/CC partnered with 18 Community Based Organizations to host and facilitate a total of 33 meetings across the County. We invited members of the public to learn about the Voting Solutions for All People (VSAP), specifically the County's efforts in identifying potential Vote Center locations for the March 2020 Presidential Primary Election and beyond.

The public has been able to provide input on recommended Vote Center locations and suggest additional sites in their own community and Countywide.

The first round of meetings continued through January 2019. For a complete schedule of community meetings, please visit [vsap.lavote.net/vote-center-placement-project](https://vsap.lavote.net/vote-center-placement-project).

VCPP Partners include:



# VOTE CENTER PLAN

## First Round of Community



University Center of Lancaster  
December 12, 2018



Long Beach Polytechnic High School  
December 5, 2018



H&H Jivalagian Youth Center, Pasadena  
December 13, 2018



Mt. San Antonio College, Walnut  
November 29, 2018



Pacoima  
November



Sherman Oaks East Valley Adult Center  
December 3, 2018



Petit Park, Granada Hills Recreation Center  
November 17, 2018



# PLACEMENT PROJECT

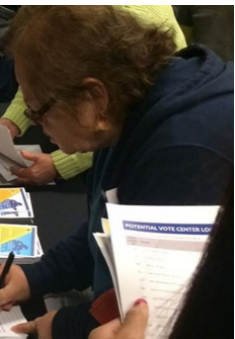
## City Grassroots Meetings



Redondo Beach Library  
December 6, 2018



Glendale Youth Center  
December 14, 2018



City Hall  
December 28, 2018



Salvation Army, Compton  
November 16, 2018



Inglewood City Hall  
December 12, 2018



Albert O. Little Community Center, Artesia  
December 4, 2018



Los Angeles Fire Station, North Hollywood  
November 29, 2018

# VOTE CENTER PLACEMENT PROJECT

## 2018 Vote Center Placement Project (VCPP) Grassroots Community Meetings

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Salvation Army in Compton, CA hosted by SBCC Thrive LA

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Glendale Youth Center in Glendale, CA hosted by Armenian National Committee of America, Western Region Chapter



# COMMUNITY ENGAGEMENT

## **October 1, 2018 - Los Angeles County Management Fellows Program-**

The VSAP Team provided a demonstration of the Ballot Marking Device (BMD) in the VSAP Lab at the Norwalk Headquarters to participants of the Los Angeles County Management Fellows Program.

## **October 2, 2018 - Pasadena Senior Center**

The RR/CC Outreach team provided a presentation about VSAP as part of the Fall Masters Series of the Pasadena Senior Center, which provided a full description of the components of the new voting experience and how the County began partnering with community members and organizations to develop VSAP.

## **October 2, 2018**

### **Vote Center Placement Project Community Based Organization Training**

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# IN THE NEWS

## News articles that feature the VSAP

December 2018 | Did You Know Polling Sites Are Disappearing in 2020? Find Out More at the Community Meetings Public Input on 2020 Vote Centers | Los Angeles Sentinel

December 2018 | For charter cities like Long Beach, future election dates hinge on legal challenge | Long Beach Post

December 2018 | ANCA CV to Co-Host Voter Information Community Meeting with LA County | Asbarez Armenian news

December 2018 | L.A. County Plans to Transition to Vote Centers | LA Weekly

December 2018 | Out with the old, in the with new | Signal Tribune

December 2018 | Residents suggest locations of future vote centers in Long Beach | Long Beach Post

December 2018 | SCV residents get chance to give input on voter centers next month | The Signal Santa Clarita Valley

December 2018 | An Invitation From Inglewood City Clerk Horton | LA Sentinel

November 2018 | Community meetings on 2020 vote slated | Compton Herald

November 2018 | Community Meetings To Get Public Input on 2020 Vote Centers Begin Friday | My News LA

November 2018 | Community Meetings Will Be Held Across the Region to Get Public's Input on 2020 Vote Centers | NBC4

November 2018 | LA County 'vote centers' are coming to San Fernando Valley neighborhoods. Here's your chance to weigh in | Los Angeles Daily News

November 2018 | L.A. County Registrar Dean Logan Answers Viewer Voting Questions Ahead of Election Tuesday | KTLA

October 2018 | Enjoy Your Local Polling Place While You Can. It Probably Won't Last | LAist

October 2018 | Here's how LA County voting will change in 2020 | KPCC

October 2018 | Voting in 2020? It Might Not Be At a Polling Place | NBC4

October 2018 | Vote-by-mail ballots to arrive for CA residents, local event to inform about updated VSAP initiative | Signal Tribune

October 2018 | County Registrar Mails More than 2.3 Million New, Improved Vote by Mail Ballots | SCV News

October 2018 | Counties May Switch to Vote Centers in 2020 | NBC4

**FOR STORIES FEATURING VSAP, VISIT**  
**VSAP.LAVOTE.NET/NEWSROOM**



# STAY CONNECTED

## HAVE YOU VISITED OUR WEBSITE?

Get the latest updates and project developments at [VSAP.lavote.net](https://VSAP.lavote.net)

You can learn more about the project through our videos, research reports, media coverage and team member blog post.



[Contact Us](#) | [Newsletter Signup](#) |



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VOTING SOLUTIONS FOR ALL PEOPLE

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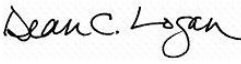
## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

April 1, 2019

TO: Supervisor Janice Hahn, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Hilda L. Solis  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan   
Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 1st Quarter, 2019**

The following is the first quarterly update of 2019, detailing project activities and accomplishments during the period of January 1 to March 30, 2019. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

During this reporting period, the Department and its manufacturing partner Smartmatic achieved a significant milestone by completing the Engineering Validation Testing (EVT) phase of the VSAP development. Additionally, in this period, the Department submitted a Pilot Program Plan to the California Secretary of State seeking approval to use new VSAP equipment in the November 2019 Election. The Department also selected a vendor, Knowlnk, to provide the County's ePollbooks, which are the physical devices that will allow the County to move forward with the new vote center model under VSAP. These devices will replace traditional paper rosters currently used at polling places. They will allow our vote center staff to check in voters at any vote center throughout the County, and also allow voters to register to vote or update their registration in-person.

The Department also concluded its first round of Vote Center Placement Project (VCP) Grassroots Community Meetings on January 19, 2019. Participants from over 33 communities were engaged and provided valuable feedback regarding suggested facilities for vote centers throughout the County. The application and onboarding process to select and train Community Based Organizations (CBOs) that will conduct the next round of VCP meetings began on February 4, 2019 and ended on February 25, 2019. This second round of meetings will focus on providing voters with an overview of the background and goals the County's new voting experience, summarizing our outreach efforts including the process for facility review and securing facilities for vote centers, and informing the public of the final 2,000 potential sites that the Department is currently reviewing for use as possible vote centers beginning in March 2020.

## **ENGINEERING VALIDATION TESTING (EVT) DEMO AT SMARTMATIC**

On March 4, 2019, Smartmatic, the developer of the County's new Ballot Marking Device (BMD), presented the Department with the first look at the County's new voting equipment and a demonstration of how each BMD will function inside a secure election environment that included a simulated warehouse and vote center. The next phase will focus on completion of the design and delivering machines to the California Secretary of State for testing and certification before County voters use them to mark their ballots in future elections.

## **VOTE CENTER PLACEMENT PROJECT (VCPP)**

### **First Round VCPP Meetings:**

During the first round of the VCPP Grassroots Community Meetings, the Department, in partnership with PlaceWorks and 18 Community Based Organizations (CBOs), hosted a total of 33 community meetings conducted over a 9-week period from November 16, 2018 through January 19, 2019. The meetings covered 30 geographic regions of Los Angeles County, with three additional meetings held, respectively, for people with disabilities, Koreatown and the Pasadena area. CBOs worked to engage a culturally diverse body of participants and simultaneous language interpretation was provided at 13 meetings in Spanish, Korean, Chinese, and American Sign Language. Informal language assistance was also provided in 9 additional languages at 16 meetings.

Meeting facilitators delivered a presentation that provided an overview of the background and goals of the VCA along with an overview of the methodology utilized to review and select the final vote centers. Participants had the opportunity to recommend and review potential facilities in the County and comment on sites under consideration and suggest new facilities not yet identified as viable locations. Participants were able to provide this feedback in written form or using the online web-based portal. Participants were also asked complete a survey and provide feedback about characteristics in their communities.

### **First Round VCPP Partners:**

Armenian National Committee of America, La Crescenta Chapter  
Armenian National Committee of America, Pasadena Chapter  
Armenian National Committee of America, Western Region Chapter  
Arts for LA  
Black Women for Wellness  
California Common Cause  
Center for Asian Americans United for Self Empowerment (CAUSE)  
Coalition for Humane Immigrant Rights of Los Angeles (CHIRLA)  
Disability Rights California  
Empower LA  
Korean American Coalition  
League of Women Voters, Los Angeles  
League of Women Voters, Whittier  
NALEO Educational Fund  
National Iranian Council  
Pacoima Beautiful  
South Bay Counseling Center (SBCC) Thrive LA  
United Cerebral Palsy Los Angeles



<b>2019 Vote Center Placement Project (VCP) Grassroots Community Meetings</b>			
<b>Date</b>	<b>Event</b>	<b>Community Based Organization</b>	<b>District</b>
January 5, 2019	Legacy Commons for Active Seniors in Palmdale	Black Women for Wellness	5
January 5, 2019	SBCC Thrive in Wilmington	SBCC Thrive LA	4
January 6, 2019	Newhall Community Center in Newhall	Black Women for Wellness	5
January 7, 2019	Malibu City Hall in Malibu	League of Women Voters LA	3
January 9, 2019	Los Angeles Department of Water and Power in Leimert Park	Black Women for Wellness	2
January 9, 2019	La Crescenta County Library in La Crescenta	Armenian National Committee of America, Crescenta Valley Chapter	5
January 9, 2019	Rose Goldwater Community Center in Canoga Park	League of Women Voters- Los Angeles	5
January 10, 2019	Jackie Robinson Community Center in Pasadena	California Common Cause	5
January 10, 2019	Arcadia Public Library in Arcadia	Center for Asian Americans United for Self Empowerment (CAUSE)	5
January 11, 2019	United Cerebral Palsy of Los Angeles in Culver City	United Cerebral Palsy and Disability Rights California	2
January 12, 2019	The Music Center's Dorothy Chandler Pavilion in Los Angeles	Arts for LA	1
January 12, 2019	Liberty Community Plaza in Whittier	League of Women Voters- Whittier	4
January 12, 2019	Mexican American Opportunity Foundation in Montebello	NALEO Educational Fund	1
January 12, 2019	Beverly Hills Public Library in Beverly Hills	National Iranian American Council	3
January 14, 2019	New Start Housing Corporation in Huntington Park	Coalition for Humane Immigrant Rights of Los Angeles (CHIRLA)	1
January 19, 2019	Reseda Recreational Center in Reseda	National Iranian American Council	3

### **Second Round VCP Meetings:**

Round two of the VCP Grassroots Community Meetings will occur between April 28 and June 30, 2019. To date, we have selected 16 new CBOs and 8 returning organizations that conducted meetings during the first round. The meetings will be held in the same 30 geographic areas as in round one, with additional meetings serving voters as needed.

For a complete schedule of community meetings, please visit [vsap.lavote.net/vote-center-placement-project](http://vsap.lavote.net/vote-center-placement-project).

### **Second Round VCP Partners:**

AltaMed Health Care Services  
Armenian Nation Committee of America, Crescenta Valley Chapter  
Armenian National Committee of America, Pasadena Chapter  
Armenian National Committee of America, Western Region Chapter  
Black Women for Wellness

California Common Cause  
Disabled Resource Center  
Disability Rights California  
FarsiVoter  
First African Methodist Episcopal Church (FAME) & Alpha Kappa Alpha (AKA)  
Glassell Park Improvement Association  
InnerCity Struggle  
Lake Los Angeles Park Association  
League of Women Voters Torrance Area  
League of Women Voters, Los Angeles  
Long Beach Gray Panthers  
Monrovia Area Partnership (MAP) Program  
NALEO Educational Fund  
Pacoima Beautiful  
Pat Brown Institute for Public Affairs at Cal State LA  
South Bay Counseling Center (SBCC) Thrive LA  
Southeast Los Angeles 9SELA Collective  
Southern California Resource Services for Independent Living  
United Cerebral Palsy of Los Angeles & Disability Rights of California

#### **ADDITIONAL VSAP HIGHLIGHTS**

- Selected ePollbook solution through Request for Bids (RFB) process
  - Knowlnk was selected on January 15, 2019 to provide initial 100 Poll Pads.
  - Protest period concluded on February 21, 2019
  - Knowlnk officially on board on February 25, 2019
- Obtained Board approval for certification funding and pilot plan
  - Received Board approval to submit Pilot Plan to the SOS and transfer funding for certification testing on January 15, 2019.
- Submitted Pilot Program Plan to Secretary of State
  - Submitted letter and plan to the Secretary of State on February 5, 2019, to provide notice that the Department intends to implement a pilot program during the November 5, 2019 Local and Municipal Elections and will implement the use of the County's new voting equipment.
- Executed amended work order with Digital Foundry
  - Amended Work Order was sent to the Board on January 16, 2019
- Released Transportation Request for Information (RFI)
  - Transportation RFI was released on January 25, 2019
  - Hosted a Vendor Day for interested parties on February 13, 2019
  - RFI closed for responses on March 8, 2019
- Selected dates for the Countywide Mock Election
  - The Mock Election will be held on September 28-29, 2019

## **PUBLIC ENGAGEMENT**

During this reporting period, VSAP staff met with various organizations and city officials to present on the new voting experience.

### January 30, 2019 – Los Angeles Area Chamber of Commerce

Dean Logan provided a presentation to Los Angeles Area Chamber of Commerce Government and Fiscal Affairs about the new voting experience and the overall VSAP Project.

### February 13, 2019 – Florence-Firestone Leaders

Jeff Klein, Manager of Voter Education, Outreach and Community Relations, provided a presentation at the Florence-Firestone Community Leaders Meeting about the VSAP project.

### February 21, 2019 – Service Employees International Union (SEIU) 721

Jeff Klein, Manager of Voter Education, Outreach and Community Relations, and Phil Verbera, RR/CC Manager of Community & Voter Outreach, provided a presentation at the COPE Meeting about Vote Centers and the overall VSAP project.

### February 26, 2019 – Hawaiian Gardens City Council

Aaron Nevarez, Governmental and Legislative Affairs Division Manager, provided a presentation at the Hawaiian Gardens City Council meeting about the Vote Center Placement Project and the overall VSAP project.

### March 5, 2019 – Long Beach City Council Election Oversight Committee

Aaron Nevarez, Governmental and Legislative Affairs Division Manager, provided a presentation to the Long Beach City Council Election Oversight Committee about the new voting experience and the overall VSAP Project.

### March 7, 2019 – Service Employees International Union (SEIU) 721

Phil Verbera, Manager of Community & Voter Outreach, provided a presentation to the African American Caucus at SEIU 721 about Vote Centers and the overall VSAP project.

### March 8, 2019 Leadership Torrance 2019

Jeff Klein, Manager of Voter Education, Outreach and Community Relations, provided a presentation at the Leadership Torrance City & County Government Day conference about Vote Centers and the overall VSAP project.

### March 9, 2019 - Scale 17x Conference

Dean Logan and Kenneth Bennett, VSAP Program Manager, led a discussion about charting an open technology path for elections, Los Angeles County's new publicly-owned voting solution.

### March 12, 2019 – Los Angeles County Democratic Party

Dean Logan provided a presentation at the Los Angeles County Democratic Party's Monthly Membership Meeting about Vote Center Placement Project Grassroots Community Meetings.

March 17, 2019 – Palos Verdes Democratic Club

Phil Verbera, Manager of Community & Voter Outreach about the new voting experience and the overall VSAP Project.

March 20, 2019 – Empowerment Congress Senior Committee

Jeff Klein, Manager of Voter Education, Outreach and Community Relations provided a presentation to SD2 Field Staff and Empowerment Congress Senior Committee about the new voting experience and the overall VSAP Project.

March 28, 2019 – National Council of Jewish Women (NCJW), Long Beach

Jeff Klein, Manager of Voter Education, Outreach and Community Relations provided a presentation to the National Council of Jewish Women about the implementation of the VSAP Project and a discussion of the California Voters Choice Act

**MEDIA COVERAGE**

**January**

- [Black Women for Wellness set to host vote center meeting for SCV residents – The Santa Clarita Valley Signal](#)
- [Help Decide Where People Will Vote in 2020 – Los Angeles Downtown News](#)
- [Community Meeting Will Ask Pasadenans Where They Want New Voting Center to be Located – Pasadena Now](#)
- [Voters receive information about vote centers, provide suggestions to potential locations – The Santa Clarita Valley Signal](#)
- [Radio: New way to vote coming in 2020 – KPCC](#)
- [District-based elections, vote centers mark first city meetings of new year – Claremont Courier](#)
- [LA County residents can weigh in on where voting centers replacing polling places should be – 89.3 KPCC](#)
- [West Hollywood Residents Invited to Help Identify Locations for Voting Centers for 2020 – Weherville](#)
- [LA County Seeks Community Input On Location Of Santa Clarita Voting Centers – The Proclaimer Santa Clarita Valley](#)

**March**

- [California wants new voting machines for next year. Most counties will have to spend to do it – Daily Breeze](#)

**Newsletter**

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.



## **About the VSAP**

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP).

While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

## **Stay Connected**

More information regarding the Voting Solutions for All People (VSAP) Project is available to the public online at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Kenneth Bennett, VSAP Program Manager at [kbennett@rrcc.lacounty.gov](mailto:kbennett@rrcc.lacounty.gov) or (562) 462-2699.

Attachment



**VSAP**

**ISSUE 16**

MARCH 2019

# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

### IN THIS ISSUE

Message from Dean

Featured Story

Community Engagement

Spotlight Story

Stay Connected

## THE LATEST



The first round of the Vote Center Placement Project community meetings is complete. Our office conducted 33 meetings from November 2018 to January 2019. Nearly 1,000 residents attended the meetings and 265 of those attendees suggested potential vote center sites. We received over 1,400 suggested vote center locations.



The Los Angeles County Board of Supervisors unanimously approved two plans that will push VSAP into the next stages of implementation. First, our Department will engage a State-approved testing agency to conduct the testing and certification for the entire VSAP solution. Second, the Board authorized our plan to submit a pilot program for the November 5, 2019 Municipal Election that allows our office to utilize the new VSAP equipment in a pilot capacity.



The Department has awarded VSAP's electronic pollbook contract to KnowINC. The electronic pollbook is a critical component to the vote center model that will allow voters to visit any vote center within the County.

### CONTACT US

[VSAP.lavote.net](mailto:VSAP.lavote.net)  
[vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov)



## **MESSAGE** *from Dean*

On Monday, March 4 a group of us headed to Santa Monica for an Engineering Verification Testing session with our manufacturing contractor Smartmatic. The walk-through was exciting as it provided us with a glimpse into the near future.

We saw two fully functional Ballot Marking Device units and how LA County voters will be able to use the new technology to mark their ballots using other features such as the Interactive Sample Ballot at future vote centers and see how those votes will be counted using tally.

We are less than a year away from launching the voting experience of the future, and we have been busy making sure we are making it a reality for LA County.

In the next few months we will be focused on a second phase of community meetings, to gather feedback from different communities on where they want to vote in their community and for more input and engagement.

We look forward to checking off more exciting milestones in the coming months. Stay tuned for more updates, we are close to the finish line.

Sincerely,

DEAN C. LOGAN  
Registrar-Recorder/County Clerk  
Los Angeles County





# FEATURED STORY

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## A VSAP Milestone: First look at LA County's New Voting Equipment.

March 9, 2019

Nearly 10 years after the Registrar-Recorder kicked off our efforts to modernize Los Angeles County's voting system, Registrar-Recorder/County Clerk Dean Logan and his team were presented this week with ballot marking devices (BMD) manufactured by Smartmatic. This delivery of validation devices coincides with the end of the Engineering Validation (EVT) Testing phase of Smartmatic's system manufacturing effort.

The Registrar's team visited the Santa Monica offices of Smartmatic, the County's chosen contractor in charge of the design completion, engineering, and manufacturing of system components. The system was designed by and for Los Angeles County during prior phases of the Voting Solutions for All People (VSAP) initiative that focuses on transparency, accessibility, usability, and security.



On March 4, 2019, Smartmatic staff provided the Registrar with a demonstration of how each BMD will function inside a secure election environment that included a simulated warehouse and vote center. The next phase will focus on completion of the design and delivering machines to the California Secretary of State for testing and certification before Los Angeles County voters use them to mark their ballots in future elections.

The new system will make it easier for all voters including those with disabilities, and voters with limited English proficiency, to cast ballots. The system is unique in that it was designed by Los Angeles County and will be publicly owned and operated by the County. Smartmatic was chosen to manufacture the devices after an extensive vetting process in accordance with Los Angeles County's competitive procurement policies. Smartmatic has extensive experience in manufacturing secure and customized election technology all over the world.

The new voting system is slated to be in place in time for the March 2020 California Presidential Primary election—with plenty of testing and pilots beforehand.

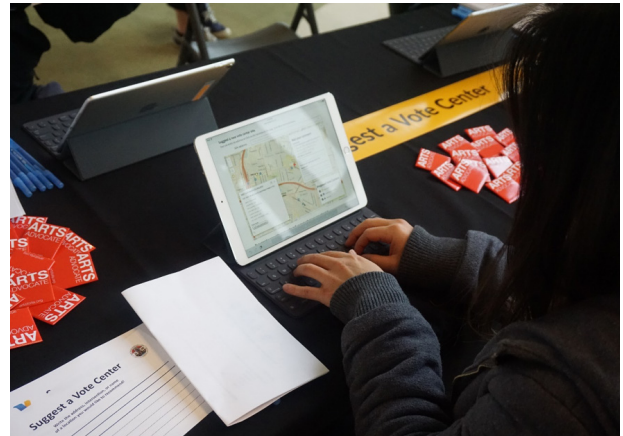


# COMMUNITY ENGAGEMENT

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In January our office presented at 19 various community meetings which included public meetings surrounding the Vote Center Placement Project, League of California Cities General Membership Meeting, Los Angeles Chamber of Commerce Government and Fiscal Affairs, Florence and Firestone Community Leaders Meeting, La Cañada-Flintridge City Council meeting, March Torrance City and County Government Day and Palos Verdes Democratic Club.

Arts for LA – Music Center’s  
Dorothy Chandler Pavilion



United Cerebral Palsy  
of Los Angeles



SBCC Thrive –  
Wilmington

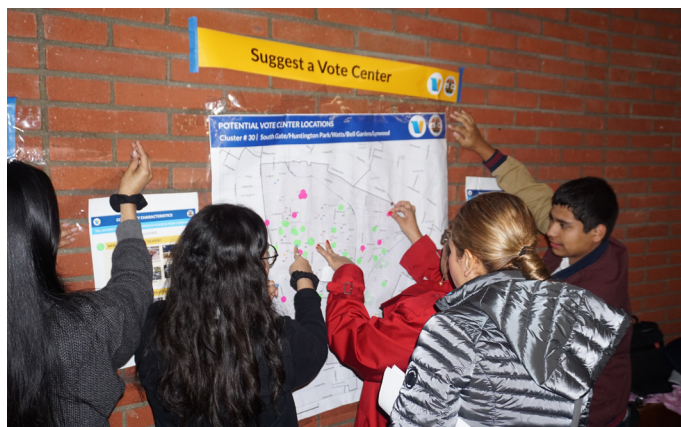
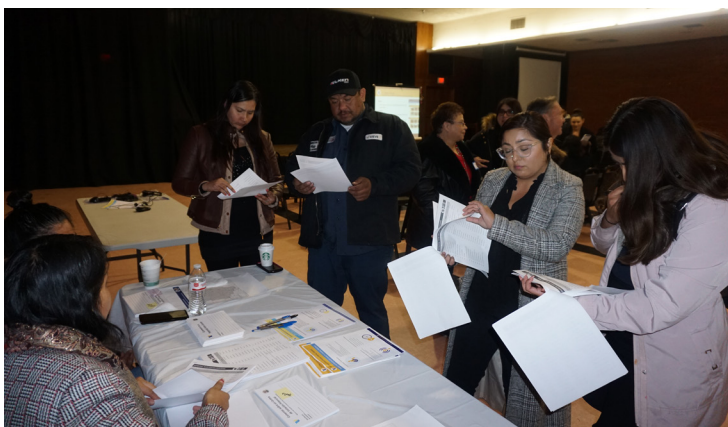




CA Common  
Cause Pasadena



CHIRLA – Huntington Park



League of Women  
Voters Los Angeles



Black Women for Wellness –  
Newhall Community Center



**ATTEND OUR NEXT COMMUNITY MEETING:**  
**March 28: National Council of Jewish Women, Long Beach**  
**April 26: Senior Pathfinder Board.**

# VSAP SPOTLIGHT STORY

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LA WEEKLY

## L.A. County Plans to Transition to Vote Centers



Tom Arthur/Wikicommons

Voters in Los Angeles County will have up to 11 days to vote in the March 2020 presidential primary election, and the option to vote anywhere in the county at Vote Centers, on what looks like a touchscreen tablet.

Those changes are being discussed at community meetings across the county, from Inglewood to Glendale to Reseda, and will continue through Jan. 19.

Through a project called Voting Solutions for All People, or VSAP ([VSAP.lavote.net](https://vsap.lavote.net)), the Los Angeles County Registrar-

Recorder/County Clerk plans to create a new voting experience to make it easier for all voters, including voters with disabilities and multilingual voters. Why the change?

"Part of the reason why is that voting equipment now is outdated — the voting system that is in place now is functional but, as time progresses and technology becomes available, we want to improve our voting system and be able to provide to voters options and more access to be able to vote," says Mike Sanchez, public information officer.



## VSAP SPOTLIGHT STORY (CONT.)

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"It's multilayered," Sanchez says. "On top of the new technology we will be using in 2020, the Vote Center model in general allows for 11 days to vote. Currently, elections are held on one day, a Tuesday. Other options like vote-by-mail will still be available, but the in-person component is very restrictive."

"Los Angeles County started early weekend voting, it's fairly new, the last few years. The office in Norwalk is open to early voting but that is not convenient if you live far away. ... The 11-day period is a very drastic change."

And, there will be the option to vote anywhere in the county, Sanchez says. Additionally, Vote Centers will serve as vote-by-mail drop-off locations.

Senate Bill 450, signed by Gov. Jerry Brown in 2016, called for improvements to the voting experience. Among the changes are the switch to Vote Centers from polling places, a longer voting period (up to 10 days before Election Day) and the ability to vote anywhere in the county.

In some counties, such as Sacramento and San Luis Obispo, the new voting options were available beginning this year, according to information from Brown's office. By 2020, all counties in the state would be allowed to adopt the changes.

Los Angeles County is home to nearly 5 million voters, making it the largest voting jurisdiction in the United States.

"The devices and design are unique to Los Angeles County," Sanchez says, although other counties have implemented the 11-day voting period. "We do have eyes on us. I think once we establish a successful outcome for 2020, other counties might pick our brain. We haven't crossed that bridge yet."

The new Vote Centers, which will be determined after public input from the community meetings that are taking place, also will allow a person to update outdated voter registration information.

"It would nearly eliminate provisional ballots," Sanchez says. "This past election, there were several hundred thousand. There is a stigma associated with provisional ballots, that they don't count or your vote is not good. But that's a safeguard to cast a ballot on Election Day."

A VSAP video shows voters will have the option of a digital sample ballot on what looks like a smartphone app.

Referred to as an interactive sample ballot (ISB), Sanchez describes it as a web application to look at all the information that you would find on a paper sample ballot. "You can pre-mark it and go through the remainder of the ballot," he says. "All selections made on the sample ballot will not be transferred. It is all stored on the individual's personal device."

This then generates a poll pass, which will work similarly to a boarding pass, Sanchez says. It will be scanned at the Vote Center, can be reviewed and changed, and then one can move forward and cast their vote.

"Also remember that 2020 will still use a physical paper ballot," Sanchez says. "It is important to note that when you go through ISB you still need to show up and physically vote at a Vote Center."

The new machines/tablets have a stand-alone power source, he says. After a selection is made on the touchscreen, a paper copy is printed that shows a summary of all your selections, along with a QR code that serves as a security measure. The paper summary is then placed back into the



## VSAP SPOTLIGHT STORY (CONT.)

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machine and secure box that is part of the voting unit.

For those who may not consider themselves tech-savvy, Sanchez says there will be staff at every Vote Center to instruct and assist voters as needed.

Sanchez also says that part of the design and research of the new machine is based on focus groups with the elderly and people with accessibility concerns including the blind. All the information acquired was put into this design.

“It is very easy to read and navigate the system,” Sanchez says. “We are confident that whether you have a lot of experience or no experience with technology, you can utilize this and have a positive experience.”

Sanchez also said paper sample ballots are not going away, as they are required by law. Sample ballots also provide election information, and where and how to vote, along with candidate and measure statements.

The VSAP video is a good source to get a glimpse of the new machines — Sanchez says that is “almost exactly what they will look like.”

There are also discussions about pop-up voting sites at large sporting events and at locations such as convalescent homes, where people may have difficulty getting to a Vote Center, he says.

And next year, there are plans for a mock election.

“It will be one of the first times the public as a mass will be able to see and use [the machines],” Sanchez says. That could take place by fall 2019 at multiple locations across the county. It will serve as an awareness campaign and a way to test the equipment before it goes live in March 2020.

For more information about the community meetings for Vote Centers or to watch a video about the new technology, visit [VSAP.lavote.net](https://vsap.lavote.net).

Link of the story:  
<https://www.laweekly.com/news/la-county-plans-to-transition-to-vote-centers-10102330>

Our office will kick off the second round of vote center community meetings in April 2019. Information on the locations and dates will be available on [vsap.lavote.net](https://vsap.lavote.net) in late March or early April.

**FOR MORE MEDIA COVERAGE, VISIT**  
**VSAP.LAVOTE.NET/NEWSROOM**



# STAY CONNECTED

## HAVE YOU VISITED OUR WEBSITE?

Get the latest updates and project developments at [VSAP.lavote.net](https://VSAP.lavote.net)



You can learn more about the project through our videos, research reports, media coverage and team member blog post.

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[VSAP.lavote.net](http://VSAP.lavote.net)



## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

July 1, 2019

TO: Supervisor Janice Hahn, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Hilda L. Solis  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan   
Registrar-Recorder/County Clerk

### **Voting Solutions for All People (VSAP) Quarterly Report – 2nd Quarter, 2019**

The following is the second quarterly update of 2019, detailing project activities and accomplishments during the period of April 1 to June 30, 2019. This report is provided to inform your Board and the public on the progress of the VSAP initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

The Department concluded its second round of Vote Center Placement Project (VCPP) Grassroots Community Meetings on June 29, 2019. We selected 16 new community based organizations (CBOs) and 8 returning organizations from those that conducted meetings during the first round. Participants from over 33 communities were engaged and provided valuable feedback regarding suggested locations and facilities for vote centers throughout the County. This second round of meetings focused on providing voters with an overview of the background and goals of the County's new voting experience, summarizing our community engagement efforts that included the process of identifying potential locations, facility review and informing the public of the 2,000 potential vote center sites that the Department is currently reviewing for use in 2020.

### **VOTE CENTER PLACEMENT PROJECT (VCPP)**

#### **Second Round VCPP Meetings:**

During the second round of the VCPP Grassroots Community Meetings, the Department, in partnership with our partner PlaceWorks and 25 CBOs, hosted a total of 34 community meetings conducted over a 9-week period from May 2 through June 29, 2019. The meetings covered 30 geographic regions of Los Angeles County, with additional meetings held in Long Beach, Pasadena and a special interest meeting for voters with disabilities. CBOs conducted robust outreach efforts to ensure meeting attendance at these meetings and to engage a culturally diverse group of participants. Simultaneous language translation and language assistance were provided



in 12 non-English languages based on the needs of the focus area. In addition, American Sign Language was also available at the meetings when requested.

Meeting facilitators delivered a [presentation](#) that provided an overview of the VSAP initiative, the requirements of the California Voter's Choice Act (VCA) along with an overview of the methodology utilized by the Department to identify a database of 2,000 potential vote centers. Participants had the opportunity to recommend and review facilities in the County and comment on sites under consideration along with suggesting new facilities not yet identified as viable locations. Participants were able to provide this feedback in written form and/or using the online portal.

### **Second Round VCPP Partners:**

Armenian Nation Committee of America, Crescenta Valley Chapter  
Armenian National Committee of America, Pasadena Chapter  
Armenian National Committee of America, Western Region Chapter  
Asian Americans Advancing Justice, Los Angeles (AAAJ)  
Black Women for Wellness  
California Common Cause  
Disabled Resource Center  
Disability Rights California  
FarsiVoter  
First African Methodist Episcopal Church (FAME) & Alpha Kappa Alpha (AKA)  
Glassell Park Improvement Association  
InnerCity Struggle  
Lake Los Angeles Park Association  
League of Women Voters, Torrance Area  
League of Women Voters, Los Angeles  
Long Beach Gray Panthers  
Monrovia Area Partnership (MAP) Program  
NALEO Educational Fund  
Pacoima Beautiful  
Pat Brown Institute for Public Affairs at Cal State LA  
South Bay Counseling Center (SBCC) Thrive LA  
Southeast Los Angeles (SELA) Collective  
Southern California Resource Services for Independent Living  
United Cerebral Palsy of Los Angeles

### **Second Round VCPP Schedule:**

<b>2<sup>nd</sup> Round VCPP Grassroots Community Meetings</b>			
<b>Date</b>	<b>Event</b>	<b>Community Based Organization</b>	<b>District</b>
May 2, 2019	Shephard Church, Porter Ranch	League of Women Voters, Los Angeles	3
May 3, 2019*	McBride Park, Long Beach	Disabled Resource Center	4
May 4, 2019	Long Beach Senior Center, Long Beach	Long Beach Gray Panthers	4
May 7, 2019	Virginia Avenue Park, Thelma Terry Building, Santa Monica	League of Women Voters, Los Angeles	3
May 9, 2019	Glassell Park Community & Senior Center, Los Angeles	Glassell Park Improvement Association	1 & 5

May 10, 2019	Community Coalition, Los Angeles	Black Women for Wellness	1 & 2
May 16, 2019	Carson Civic Center, Carson	Black Women for Wellness	2 & 4
May 16, 2019	Torrance Cultural Arts Center, Toyota Meeting Hall, Torrance	League of Women Voters, Torrance Area	1, 2 & 4
May 17, 2019	UCPLA Culver City, Culver City	United Cerebral Palsy of Los Angeles (UCPLA) & Disability Rights California	2
May 18, 2019	C. Robert Lee Activity Center, Hawaiian Gardens	Southern California Resource Services for Independent Living	4
May 18, 2019	Armenian Cultural Foundation Center, Studio City	Armenian National Committee of America, Crescenta Valley Chapter	3 & 5
May 21, 2019	Cal State Los Angeles, Downtown, Los Angeles	Pat Brown Institute for Public Affairs at Cal State LA	1, 2 & 3
May 22, 2019	University of La Verne Executive Dining Room, La Verne	NALEO Educational Fund	1, 4 & 5
May 28, 2019	Covina Public Library, Covina	Asian Americans Advancing Justice (AAAJ)	1, 4 & 5
May 28, 2019	Norwalk Arts and Sports Complex, Norwalk	Southern California Resource Services for Independent Living	1 & 4
May 29, 2019	San Gabriel Adult Recreation Center, San Gabriel	California Common Cause	5
May 29, 2019	Burbank Central Library, Burbank	Armenian National Committee of America, Western Chapter	3 & 5
June 4, 2019	Pasadena Convention Center, Pasadena	Armenian National Committee of America, Pasadena Chapter	5
June 5, 2019	West Hollywood City Council Chambers, West Hollywood	California Common Cause	2 & 3
June 6, 2019	Centro Maravilla Service Center, Los Angeles	NALEO Educational Fund	1, 4 & 5
June 6, 2019	Second Baptist Church, Monrovia	Monrovia Area Partnership (MAP) Program	1 & 5
June 7, 2019	Chimbole Cultural Center, Palmdale	Black Women for Wellness	5
June 8, 2019	First AME Church, Los Angeles	First African Methodist Episcopal Church (FAME) & Alpha Kappa Alpha (AKA)	1, 2 & 3
June 11, 2019	Agoura Hills/Calabasas Community Center, Calabasas	League of Women Voters, Los Angeles	3
June 12, 2019	Harbor City Recreational Center, Community Room, Harbor City	South Bay Counseling Center (SBCC) Thrive LA	2 & 4
June 13, 2019	South Gate Girls Club House, South Gate	Southeast Los Angeles (SELA) Collaborative	1, 2 & 4
June 15, 2019	Old Town Newhall Public Library, Santa Clarita	Black Women for Wellness	5
June 18, 2019	Encino-Tarzana Branch Library, Tarzana	FarsiVoter	3
June 18, 2019	Hawthorne Memorial Center, Hawthorne	South Bay Counseling Center (SBCC) Thrive LA	2, 3 & 4
June 19, 2019	North Hills United Methodist Church, North Hills	South Bay Counseling Center (SBCC) Thrive LA	3 & 5
June 22, 2019	Northridge Recreation Center Gymnasium, Northridge	Black Women for Wellness	3 & 5
June 22, 2019	Jackie Robinson Park, Littlerock	Lake Los Angeles Park Association	5
June 27, 2019	Pacoima City Hall, Pacoima	Pacoima Beautiful	3 & 5
June 29, 2019	InnerCity Struggle, Los Angeles	InnerCity Struggle	1 & 5

\*NBC 4 featured a live story on the 11:00am news from the meeting at McBride Park in Long Beach on Friday, May 3, 2019.

## ADDITIONAL VSAP HIGHLIGHTS/MILESTONES

- Future of California Elections Conference in Sacramento: April 11, 2019.
- Voters Choice Act Debrief and Workshop in Sacramento: April 12, 2019.
  - Note: Aaron Nevarez, Manager of the Governmental & Legislative Affairs Division, presented on the overall scope of the VCPP Grassroots Community Meetings.
- The California Secretary of State approved the VSAP Pilot Plan for the November 5<sup>th</sup> Election: May 6, 2019.
- Held first of three Vote Center Test Labs from May 6, 2019 through May 17, 2019, where Department staff tested the operational procedures for the new voting experience.
- VSAP project staff and Community & Voter Outreach team members showcased the BMD EVT units at the Los Angeles County Equity Summit: May 31, 2019.
- Dean Logan, Registrar-Recorder/County Clerk, conducted the *Los Angeles County Elections 2020 Boot Camp: What you need to know about LA County's New and Modern Voting Experience* presentation during an event hosted by the Future of California Elections: June 6, 2019.
  - Note: The event was held at the California Endowment in Downtown L.A.
- The Department received 15 Test Lab BMDs from Smartmatic USA: June 17, 2019.

## ADDITIONAL PUBLIC ENGAGEMENT

During this reporting period, the Department met with various organizations and city officials to present on the new voting experience.

Additional VSAP Presentations			
Date	Organization	City	District
April 4, 2019	ACT Meeting	Pasadena	5
April 8, 2019	Rowland Heights Community Coordinating Council	Rowland Heights	4
April 9, 2019	CHIRLA at VSAP Lab	RR/CC	n/a
April 16, 2019	Hawthorne Neighborhood Leadership Meet & Greet	Hawthorne	2
April 16, 2019	Norwalk City Council	Norwalk	4
April 17, 2019	Antelope Acres Town Council	Antelope Acres	5
April 18, 2019	California Association of Black Lawyers (CABLE)	Downtown LA	1
April 19, 2019	Urban League: How to Run for Office	South LA	2
April 20, 2019	Sherman Oaks Democratic Club	Sherman Oaks	3
April 26, 2019	Senior Pathfinders	Rowland Heights	4
April 27, 2019	Palos Verdes Democratic Club	Rolling Hills Estates	4
April 29, 2019	LA African American Women's PAC	South Los Angeles	2
May 2, 2019	VoteSC Webinar	Exposition Park	2
May 3, 2019	League of Women Voters at VSAP Lab	RR/CC	n/a
May 4, 2019	St. Andrews Community Group	South Los Angeles	2
May 7, 2019	Glendale City Council	Glendale	5
May 7, 2019	San Gabriel City Council	San Gabriel	5
May 10, 2019	Black Women for Wellness	South Los Angeles	2
May 11, 2019	Progressive Democrats of the Santa Monica Mountains	Topanga	3

May 14, 2019	Cerritos Republican Club	Cerritos	4
May 16, 2019	OLLI #1 @ CSULB (different group from 5/20)	Long Beach	4
May 16, 2019	AARP Chapter 5353	Willowbrook	2
May 16, 2019	South Los Angeles Alliance of Neighborhood Councils	South Los Angeles	2
May 20, 2019	OLLI #2 @ CSULB (different group from 5/16)	Long Beach	4
May 23, 2019	Foothills Community Democratic Club	Monrovia	5
May 23, 2019	DHRM (arranged through RR/CC HR)	At RR/CC	n/a
May 31, 2019	Women in Leadership: Vital Voices	Pasadena	5
June 3, 2019	Democratic Party of the San Fernando Valley (DPSFV)	Van Nuys	3
June 5, 2019	Southland Regional Association of Realtors	Van Nuys	3
June 6, 2019	FOCE: LA County Elections 2020 Bootcamp	Downtown LA	1
June 7, 2019	Sovereign Park Estates Annual Meeting	Long Beach	4
June 11, 2019	DMAC / Office of Emergency Management	East Los Angeles	1
June 11, 2019	First African American Methodist Episcopal Church	Pasadena	5
June 11, 2019	La Mirada City Study Session	La Mirada	4
June 12, 2019	Willowbrook Senior Center	Willowbrook	2
June 13, 2019	Glendale City Town Hall	Glendale	5
June 15, 2019	Nat'l Council of Negro Women, Inc. - Long Beach Chapter	Long Beach	4
June 15, 2019	TRI Counties Democratic Club	Diamond Bar	4
June 15, 2019	League of Women Voters, Glendale / Burbank	Burbank	5
June 20, 2019	North Valley Democratic Club	Chatsworth	5
June 26, 2019	LA County Federation of Labor	Pico-Union	3
June 28, 2019	Southland Regional Association of Realtors Education Meeting	Canoga Park	3

## MEDIA COVERAGE

### May

- Dean Logan, Registrar-Recorder/County Clerk, and VSAP was featured on the NBC Nightly News with Lester Holt
  - Note: NBC News reporter Cynthia McFadden highlighted the new voting experience from the RR/CC's Norwalk Headquarters.
- [How We Vote In LA Is About To Change. Here's How To Make Your Opinion Known | LAist](#)
- [Has Los Angeles County just reinvented voting? | NBC News](#)

### June

- [Voting Centers on the Horizon for 2020 Elections | Los Angeles Sentinel](#)
- [Vote Center Placement Project Community Meeting on Tuesday, June 11 in Calabasas | MalibuCity.org](#)
- [Learn About Voting Changes At Meeting In Monrovia | Monrovia Weekly](#)
- [Meetings to focus on voting changes | Antelope Valley Press](#)
- [County Introduces Its New High Tech Voting System to Pasadena | Pasadena Now](#)



## **Newsletter**

Attached to this report is the latest issue of the VSAP quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.

## **About the VSAP Initiative**

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and, as such, is now known as the Voting Solutions for All People (VSAP).

While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

## **Stay Connected**

More information regarding the VSAP Project is available to the public at <http://vsap.lavote.net>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Aaron Nevarez, Manager of Governmental & Legislative Affairs at [anevarez@rrcc.lacounty.gov](mailto:anevarez@rrcc.lacounty.gov) or (562) 462-2800.



**ISSUE 17**  
JUNE 2019



# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

### IN THIS ISSUE

Message from Dean

Featured Story

Community Engagement

Spotlight Story

Stay Connected

## THE LATEST



Our office received 15 production-grade VSAP Ballot Marking Devices. Currently these devices are in our Election Operations Center where both County and Smartmatic teams will create the infrastructure to test all the device hardware and software components.

### CONTACT US

[VSAP.lavote.net](mailto:VSAP.lavote.net)  
[vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov)



Operational and technical procedures were center stage in Hawaiian Gardens and the Norwalk Headquarters as project teams presented each component of the new voting experience. This event, known as Test Lab 1 is the first of three that will occur throughout the summer months.



The second round of Vote Center Placement Project community meetings is complete. This round of community meetings focused on the specific locations that met the criteria to be a vote center within the community. Over 1,300 individuals attended one of the 34 community meetings.



## **MESSAGE** *from Dean*

On Monday, June 17 our office received a glimpse of reality when the long-awaited shipment of 15 Ballot Marking Devices traveled over 6,800 miles to our very own Election Operations Center. This shipment is significant as it represents over a decade of tireless work from our staff at the Registrar-Recorder/County Clerk, IDEO, Smartmatic, Gartner and many stakeholders.

Although the first half of the year has been busy – conducting six elections on top of our work on the Voting Solutions for All People initiative – I am proud to see the level of detail and commitment from the project teams to get us to this point.

In the upcoming months our focus will remain on the testing and development of technical and operational procedures along with the kick-start of our community-based awareness campaign. This campaign will include reoccurring e-newsletters with project updates, timelines, outreach opportunities and educational materials to share with the community.

I look forward to our continued partnership as we take the Voting Solutions for All People into the final implementation stages.

Sincerely,

DEAN C. LOGAN  
Registrar-Recorder/County Clerk  
Los Angeles County





# FEATURED STORY

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## VSAP Ballot Marking Devices are in the House

June 17, 2019

In June 2016 the Voting Solutions for All People had just reached its most significant milestone in completing the Research and Design Phase of the new Ballot Marking Device. Three years since reaching that feat our Department now has in its possession the first 15 production-grade Ballot Marking Devices. These units are the first of 31,000 that will be arriving later this year in preparation for the full implementation to the March 3, 2020 Presidential Primary Election.

On Monday, June 17 both the VSAP Executive Steering Committee and Smartmatic project teams assembled at the Election Operations Center to unveil the new devices. After recognizing this accomplishment our teams immediately went to work examining the devices and setting up the infrastructure to begin testing.



While these Ballot Marking Devices are predominately intended for testing purposes our office will offer community based-organizations the opportunity to receive live demonstrations at our Norwalk Headquarters or at a specified event – with notice. If your organization would like more information, please contact [outreach@rrcc.lacounty.gov](mailto:outreach@rrcc.lacounty.gov).



# COMMUNITY ENGAGEMENT

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## Second round of Vote Center Placement Project Community Meetings



## 2019 Los Angeles County Equity Summit



## Future of California Elections Bootcamp: L.A. County Elections 2020





# VSAP SPOTLIGHT STORY

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NBC News

## **Has Los Angeles County just reinvented voting?**

For 2020, the nation's biggest voting district decided to grow its own voting machines and change the meaning of "Election Day." The reviews are glowing.



*Dean Logan oversees the Los Angeles County Registrar-Recorder/County Clerk, the largest voting district in the United States.*

May 2, 2019, 10:00 AM PDT

**By Kevin Monahan and Cynthia McFadden**

LOS ANGELES — The biggest voting district in the United States came up with an audacious answer to the growing national problem of aging, malfunctioning and hackable voting machines.

It decided to build its own.

Los Angeles County, which has more registered voters than 42 states, gave NBC News an exclusive national broadcast look at what may be the future of voting systems. The county's 5.2 million registered voters will give the new system a test run in real time during California's presidential primary next March.

## VSAP SPOTLIGHT STORY (CONT.)

Built with open-source technology over 10 years for \$100 million, and combined with a rethink of the voting process that lets locals cast ballots over 11 days instead of 13 hours, L.A. County officials believe their new machines will cut down on mechanical breakdowns and crowding and provide sophisticated protections against hacking.

“We thought, ‘We can’t wait any longer,’” said the man in charge of the new system, L.A. County Registrar Dean Logan.

A decade ago, Logan and his team decided the “voter experience,” as he calls it, needed an overhaul. For years, the county has been voting on technology that dates back to 1968, when Richard Nixon defeated Hubert Humphrey for president.

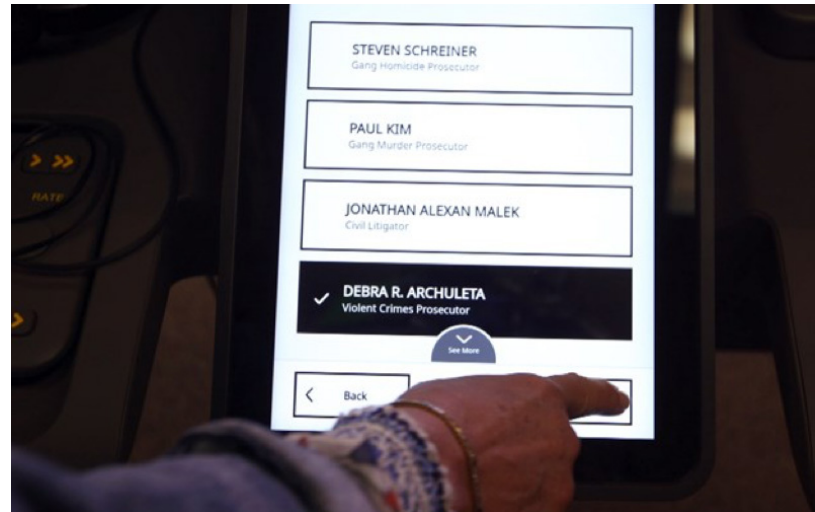
A voter’s choices are recorded on a punch card, the kind that used to be fed into bulky computers.

“The root problem was that the current system was becoming obsolete,” Logan said. “Nobody makes those card readers anymore, because IBM punch cards aren’t used to program computers anymore. We can’t replace it.”

L.A.’s predicament may seem extreme, but the problem of obsolete voting technology is nationwide. A study by the Brennan Center for Justice shows that 38 states use discontinued voting machines — machines that are no longer manufactured — in one or more jurisdictions. Another seven states use voting machines that have been discontinued in all their jurisdictions.

Machines that old are not only prone to breakdowns, but their security software also typically cannot be updated to safeguard against cyberattacks.

With nothing on the market that could meet L.A.’s needs, Logan says, the county decided to



*Prototype of a new voting system in L.A. County.*

build new machines itself. By using open-source technology — meaning available to everyone, instead of owned by a specific firm — the county no longer had to depend on a vendor to keep producing updates.

The machines are designed to be agile and interchangeable, Logan says. If a better part comes on the market, components can be swapped out without scrapping the whole machine.

The new L.A. voting system combines a paper ballot with a touch screen. Inside the voting booth, a person makes his or her choices on the screen. The voter then reviews the choices, feeds a paper ballot into the machine, and presses an on-screen button to complete the vote.

The paper ballot then drops into a secure box, becoming the official record of the voter’s selections as recorded using the interface on the Ballot Marking Device. Official ballots are counted independently on a separate tally system after the polls close on Election Day.

The system accommodates write-in votes, and will also allow a voter to fill out the paper ballot manually and then feed it into the machine if the person prefers. There are also 14 different languages available, large-type and earphone



## VSAP SPOTLIGHT STORY (CONT.)

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options, and a screen that can adjust for voters in wheelchairs.

The county's other innovation is changing the definition of Election Day. Some states have reduced crowding and increased turnout by allowing votes by mail. L.A. County believes that spreading voting over 11 days and directing residents to "voting centers," some of them mobile, will result in less chaos on Election Day, and will also save money. Without the crush of single-day voting, the county will only have to deploy 31,000 machines, half as many as in the past, and use fewer staff to check registrations and monitor the machines.

Logan concedes that "a lot" of voters will still show up on election day because that's what's ingrained, and some will show up at their old familiar polling places only to find that those sites are no longer in use.

"Hopefully, we will have socialized that to an extent that we can minimize it," Logan said. "The beauty is that in an 11-day window voting period, we're going to get a chance early on to see how things are working and correct things. We can adapt. We can get the word out to the public."

Logan also says the county may eventually be able to recoup some of the millions spent on the machines by sharing what L.A. has learned. He says the county doesn't want to go into the voting machine business, but may eventually want to provide its hardware designs and expertise to other voting districts.

Reviews from voting experts and activists have been enthusiastic.

Amber McReynolds, the former director of elections for the city of Denver and now executive director of the National Vote at Home Institute, said she has been to L.A. for a tour of the new system. "I really do believe that they have done something that's transformational in terms of how we see elections today," she said.

Lawrence Norden, deputy director of the Democracy Program at the Brennan Center, said the system addresses the frustration he hears from local election officials about the limited options in the voting machine market. Norden said, "I think everybody around the country that works in the election space is watching L.A. County and looking to see how this rolls out. And if it's a success, which I suspect it will be, it could have repercussions for the future of voting in the country."

Meanwhile, it's still 1968 in L.A. There are 200 separate elections in various nooks and crannies of the sprawling county every year, and until March those elections will still use the punch card-based dinosaurs.

"We're still using them in the meantime," Logan said. "We just had an election in the city of Compton and we're squeezing all of the life we can out of them. But come 2020, we'll be ready."

"A lot's changed since 1968 and we need to offer an experience that matches what people expect today."

NBC Nightly News:

<https://www.nbcnews.com/politics/2020-election/has-los-angeles-county-just-reinvented-voting-n1000761>

**FOR MORE MEDIA COVERAGE, VISIT**  
**VSAP.LAVOTE.NET/NEWSROOM**



# STAY CONNECTED

## HAVE YOU VISITED OUR WEBSITE?

Get the latest updates and project developments at [VSAP.lavote.net](https://VSAP.lavote.net)



You can learn more about the project through our videos, research reports, media coverage and team member blog post.

## INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit at [vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov) to be featured on our blog.

### FOLLOW US ON SOCIAL MEDIA



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VOTING SOLUTIONS  
FOR ALL PEOPLE

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[VSAP.lavote.net](http://VSAP.lavote.net)



## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

November 8, 2019

TO: Supervisor Janice Hahn, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Hilda L. Solis  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan, Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 3<sup>rd</sup> Quarter, 2019**

The following is the third quarterly update of 2019, detailing project activities and accomplishments during the period of July 1 to October 15, 2019. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

During this period, the Department has accomplished several significant milestones towards the full implementation of VSAP, including conducting a Countywide Mock Election, opening VSAP Demonstration (Demo) Centers, and posting the County's Election Administration Plan (EAP) for public comment in compliance with the California Elections Code. The EAP reports to the Secretary of State (SOS) the Department's plan to conduct the upcoming Primary Election in March of 2020 under the California Voter's Choice Act (VCA) and through its VSAP initiative.

### **MOCK ELECTION**

The Department completed a significant milestone by hosting a Mock Election event throughout the County on September 28-29, 2019. This was the first large-scale Countywide event that promoted and educated the public on the new voting experience. The Mock Election was open to the public at 50 vote centers evenly distributed throughout the five Supervisorial Districts, and over 6,000 members of the public cast ballots during the event. To better simulate the March 3, 2020 Presidential Primary Election, vote centers of varying size were established and a total of 1,000 Ballot Marking Devices (BMDs) were deployed to the vote centers. The purpose of this event was to raise public awareness and increase familiarity with VSAP. It also provided the public a glimpse of what to expect with the new vote centers, BMDs, Electronic Pollbooks (ePollbooks) and the Interactive Sample Ballot (ISB).

To promote the Mock Election, the Department collaborated with the County's 88 cities and network of over 200 community-based organizations (CBOs). An extensive paid and earned media campaign was



also deployed. The campaign received over 70.5 million social media impressions. As part of the promotion, the media plan included celebrity appearances, local radio stations on-site, along with food and prize giveaways during both days of the Mock Election.

Although the primary purpose of the Mock Election was VSAP outreach and promotion, another important benefit was gathering operational feedback from the event. The Mock Election provided critical insight and learning while observing how members of the public interacted with the new equipment, processes and procedures. Public input has been a vital part of VSAP since its inception, and the feedback received through the Mock Election was no different. For example, the Department has addressed and incorporated changes related to BMD navigation and vote center setup in direct response to public feedback from the Mock Election. The Department also held several internal working group sessions to obtain feedback from vote center staff.

The Mock Election utilized a fun “LA County” ballot and was open to all members of the public. Anyone who attended could cast a ballot and receive a full simulation of the new voting experience. Of those who participated, 87% said they were satisfied with the ePollbook and 89% said they were satisfied with the BMD. In terms of customer service, 91% felt election workers were knowledgeable and helpful. Although individuals of all ages, including under 18, participated in the Mock Election, the two largest age demographics were 26 – 40 and 41 – 60 years. While Los Angeles City residents had the highest participation, the next five cities were Long Beach, Burbank, Pasadena, Glendale and Carson.

The Department also supported the County’s Census outreach efforts by including a Census question on the Mock Election ballot to raise awareness of the upcoming Census. Additionally, all vote centers had information on the Census available for the public, and staff from the U.S. Census Bureau were on site at select vote centers to provide further information and answer questions.

To view the full results from the contests and to watch a short video recapping the Mock Election, please visit <https://lavote.net/home/voting-elections/current-elections/mock-election>.

## **VSAP DEMONSTRATION (DEMO) CENTERS**

Beginning October 3, 2019, the Department began a four-month long initiative of providing ten Demo Centers throughout the County. Demo Centers are open across the County and allow members of the public to learn about and use the new BMD, preview the new ePollbooks and learn more about the new voting experience. Unlike the Mock Election, all equipment is set to demonstration mode and voters experience a demonstration ballot with contests ordered similarly to what will be experienced in the March 2020 Presidential Primary Election.

The ten Demo Centers are spread throughout the County with two per Supervisorial District. To ensure maximum exposure and to reach as many communities as possible, the Demo Centers rotate to different locations to increase opportunities for members of the public to visit a site. To create awareness and promotion, the Department is actively working with cities, Community Based Organizations (CBOs) and other partners to promote and increase turnout at the Demo Centers.

For more information on the VSAP Demo Centers, please visit <https://lavote.net/home/voting-elections/community-voter-outreach/demo-center>.

## **ELECTION ADMINISTRATION PLAN**

On October 9, 2019, the Department posted the initial draft of the County’s Election Administration Plan (EAP). The EAP is a statutorily-required document that provides an overview of the County’s efforts to

implement the VCA and VSAP. It contains summaries of the voter education and outreach plans, vote center and VBM drop-off strategy, security and contingency plans, and information on vote center layout, equipment and staffing.

The public comment period on the plan is open until November 19, 2019. An amended draft EAP will be posted in late-November with an accompanying 14-day public review period. Following publication and review of both the draft and amended draft EAP, the Department will submit the final EAP for approval to the California Secretary of State (SOS). The target date for submission is early December. Upon submission, the SOS will have 14 days to review. The EAP is available in 13 languages and is also posted online in a manner compliant for voters who use accessibility screen readers to review materials.

Public comments on the EAP can be made several ways:

- Phone: (562) 229-6361
- Email: [vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov)
- Online Portal: <https://vsap.lavote.net/election-administration-plan/>
- In-person: EAP Hearings

In addition to the published plan with the accompanying public comment period, the Department has established five public hearings. Although the statute only requires one public hearing, the Department determined that one per Supervisorial District would allow for greater public participation in the process. The five EAP public hearings are as follows:

- October 23: Long Beach City Hall
- October 29: Zev Yaroslavsky Family Support Center in Van Nuys
- November 7: Lancaster Library
- November 13: FAME Renaissance Center in Los Angeles
- November 19: West Covina Library

All public hearings provide language interpretation services, as well as American Sign Language translators. Additionally, all VSAP resources are available and BMDs are onsite for hands-on experience.

To review the full EAP or to see the Department's EAP webpage, please visit: <https://vsap.lavote.net/election-administration-plan/>.

## **STAFFING MODEL**

On September 3, 2019, the Board of Supervisors considered and approved the Department's request to execute a Temporary Staffing Services Master Agreement, including additional provisions added by Supervisor Solis regarding monitoring and reporting on the use of these services. The following report back requirements were set in motion:

- Report back, in collaboration with labor partners, on the use of contracted temporary staffing in the March and November 2020 elections, and include this information in the quarterly reports RR/CC provides the Board of Supervisors on the Voting Solutions for All People (VSAP) project;
- Report back by December 31, 2019 on recommendations for adjusting election staffing moving forward, including RR/CC's efforts to hire County staff to meet the needs under the newly established VSAP model and report back again on December 31, 2020 following the Presidential elections; and

- Work in collaboration with the Departments of Workforce Development, Aging, and Community Services (WDACS) and Public Social Services (DPSS) to outreach, train, and hire Board-identified priority populations and County clients.

The Department is currently utilizing data and data analytics to address temporary and contract staffing needs for the implementation of VSAP in March 2020 and in doing so, the Department is establishing data-based benchmarks for staffing levels by conducting Time and Motion studies and assessment of resources for temporary and permanent positions within the Department. This process assists the Department in maximizing its existing resources through a critical review of permanent, temporary and contracted staff by utilizing Lean Six Sigma (LSS) principles.

The Time and Motion studies for March 2020 will be completed by October 31, 2019 and the outcomes will be outlined in the next quarterly report.

### **ADDITIONAL VSAP HIGHLIGHTS/MILESTONES**

- The Department conducted demonstrations of the BMD and the new voting experience to Los Angeles County Board of Supervisors and staff:
  - July 11, 2019: Supervisor Solis and staff at the Kenneth Hahn Hall of Administration
  - July 12, 2019 and July 26: Supervisor Barger and staff at the Kenneth Hahn Hall of Administration
  - July 19, 2019: Supervisor Ridley-Thomas and staff at the District 2 Field Office in Exposition Park
  - August 2, 2019: Supervisor Hahn's staff at the VSAP Lab in Norwalk, CA
  - August 5, 2019: Supervisor Kuehl and staff at the Kenneth Hahn Hall of Administration
  - September 3, 2019: Supervisor Hahn at the Hall of Administration
- The Department conducted Vote Center Test Lab 2.5 for VSAP Advisory Committees on August 12, 2019:
  - The VSAP Technical Advisory Committee and VSAP Advisory Committee joined the Department for a vote center testing simulation at the C. Robert Lee Activity Center in Hawaiian Gardens
  - Committee Members were encouraged to test the vote center operations and give feedback about their experience
- The Department's first Mobile Voting Unit arrived on September 16, 2019 in time to deploy for the Mock Election
- Registrar-Recorder/County Clerk Dean Logan gave a presentation about VSAP at the Los Angeles Chamber of Commerce Board of Directors Meeting on September 13, 2019 in Los Angeles
- The Department participated in the County Day Parade at the Los Angeles County Fair on September 1, 2019 and highlighted the new voting experience and Mock Election. The Department continued its VSAP engagement efforts every day through the Fair's end.

- The Department conducted six Town Hall meetings for Supervisorial District 3 between August 26<sup>th</sup> through September 26<sup>th</sup>. The Town Hall meetings consisted of the following:
  - VSAP presentation and Q & A session
  - Public hands on experience with the BMD
  - Information on election job opportunities

## PUBLIC ENGAGEMENT

During this reporting period, VSAP staff met with various Community Based Organizations, government agencies and city officials to present on the new voting experience.

VSAP PRESENTATIONS			
Date	Organization	City	District
7/3/2019	Dominguez / Lincoln Village Homeowners Association	Carson	2
7/10/2019	The Resistance Northridge Indivisible	Northridge	3
7/11/2019	Supervisor District 1 Office	HOA	1
7/11/2019	League @ Nite	Monrovia	5
7/11/2019	Cerritos City Council	Cerritos	4
7/12/2019	SD 5 Staff Meeting	HOA	5
7/13/2019	Martin Luther King Jr. Democratic Club	Carson	2
7/15/2019	Inglewood Senior Center	Inglewood	2
7/15/2019	Southeast Youth Workforce Development and Civic Engagement Program	RR/CC	n/a
7/15/2019	California for Progress	Studio City	3
7/16/2019	Whittier Rotary Club	Whittier	1 & 4
7/16/2019	Avalon Gardens Community Association	Willowbrook	2
7/16/2019	New Mt. Calvary Church	Willowbrook	2
7/16/2019	Avalon City Council (Catalina Island)	Avalon	4
7/19/2019	SD 2 Staff Meeting	Exposition Park	1 & 2
7/22/2019	Town Hall with Assemblymember Adrin Nazarian	Van Nuys	3
7/24/2019	Westchester-Playa Democratic Club	Westchester	2
7/25/2019	Democratic Alliance for Action	Santa Clarita	5
7/26/2019	El Centrito de Apoyo	Huntington Park	1
7/26/2019	Field Deputy Staff for SD 5	HOA	5
7/27/2019	International Association of Machinists and Aerospace Workers Local 725	Palmdale	5
7/29/2019	Stand Strong Community Meeting at SD 3 Office in SFV	Van Nuys	3
7/29/2019	San Pedro Democratic Club	San Pedro	4
7/31/2019	BOS Communications Staff	HOA	n/a
8/2/2019	SD 4 at VSAP Lab	RR/CC	4
8/5/2019	SD 3 Staff Meeting	HOA	3
8/7/2019	Bernardi Senior Center	Van Nuys	3
8/8/2019	Gateway Cities City Manager Meeting	La Mirada	4
8/9/2019	Congresswoman Barragan's 2019 Senior Briefing & Health Fair	Carson	2



8/9/2019	SD 4 at VSAP Lab	RR/CC	n/a
8/13/2019	Downey City Council	Downey	4
8/13/2019	Signal Hill City Council	Signal Hill	4
8/14/2019	ILW Labor Union	San Pedro	4
8/17/2019	Valley Grassroots for Democracy	Van Nuys	3
8/20/2019	Los Angeles College Faculty Guide	Westwood	3
8/20/2019	Assembly Member Calderon Staff	RR/CC	n/a
8/20/2019	LAX Area Democratic Club	El Segundo	4
8/21/2019	Alliance for Justice	Downtown LA	1 & 2
8/21/2019	SD 5 Town Council	Arcadia	5
8/21/2019	Whittier Voters Coalition	Whittier	4
8/22/2019	East Valley Indivisible	Van Nuys	3
8/26/2019	LA County Civil Grand Jury	RR/CC	n/a
8/26/2019	Culver City City Council	Culver City	2
8/26/2019	SD 3 Town Hall	Malibu	3
8/27/2019	SD 3 Town Hall	West LA	3
8/28/2019	SPA 8 Collaborate with SBCC Thrive	Wilmington	4
8/28/2019	Democratic Club of the High Desert	Palmdale	5
8/29/2019	Regional BMD Demonstration Hosted by City of Monrovia	Monrovia	4
8/30/2019	Los Angeles Mayor Public Engagement Team	Downtown LA	1 & 2
9/3/2019	Paramount City Council	Paramount	4
9/4/2019	League of Women Voters Palos Verdes	Rolling Hills Estates	4
9/5/2019	Huddle La Canada	La Canada-Flintridge	5
9/8/2019	American Association of University Women	Whittier	4
9/8/2019	Progressive Democrats of Carson	Carson	2
9/9/2019	SD 3 Town Hall	Canoga Park	3 & 5
9/9/2019	Bellflower City Council	Bellflower	4
9/10/2019	National Association of Active and Retired Federal Employees	Lakewood	4
9/10/2019	Santa Clarita City Council	Santa Clarita	5
9/10/2019	Claremont City Council	Claremont	1
9/10/2019	Ladera Heights Shanadoah Block Club	Ladera Heights	2
9/11/2019	Mayor of Gardena	Gardena	2
9/11/2019	Calabasas City Council	Calabasas	3
9/11/2019	Independent Democratic Club of High Desert	Lancaster	5
9/12/2019	North Redondo Beach Business Association with SD 4	Redondo Beach	4
9/12/2019	Apperson Street Elementary School Parent Group	Sunland-Tujunga	5
9/12/2019	Power California	RR/CC	n/a
9/12/2019	LA Chamber of Commerce Board of Directors	Downtown LA	n/a
9/12/2019	Bruggermeyer Library with Monterey Park City Clerk's Office	Monterey Park	1
9/14/2019	League of Women Voters, Long Beach	Long Beach	4
9/16/2019	SEIU Local 99 & Voter Registration Training	Los Angeles	

9/16/2019	Second Time Around Senior Club	Gardena	2
9/16/2019	San Fernando City Council	San Fernando	3
9/17/2019	Whittier First Day	Whittier	4
9/17/2019	Huntington Park City Council	Huntington Park	1
9/17/2019	IATSE Local 839, Animators Guild & Voter Registration Training	Burbank	5
9/18/2019	Isabel Frischman / Debbi Colton Group	RR/CC	n/a
9/18/2019	CSUN - Day of Civic Engagement	Northridge	3
9/19/2019	SD 3 Town Hall	Hollywood	2 & 3
9/19/2019	Ladera Heights Civic Association	Inglewood	2
9/21/2019	Neighbors Building Altadena	Altadena	5
9/21/2019	NAC Event	Montebello	1
9/21/2019	League of Women Voters, Mt. Baldy Chapter	Claremont	1
9/21/2019	Sherman Oaks Democratic Club	Sherman Oaks	3
9/22/2019	Center of Hope	Inglewood	2
9/23/2019	National Women's Political Caucus, San Gabriel Valley	Pasadena	5
9/24/2019	National Voter Registration Day – USC, CSULA, SMC, Cal Poly Pomona, Mendez High School with the Secretary of State and USCIS Naturalization Ceremony	Countywide	All
9/25/2019	Association of Rural Town Councils	Quartz Hill	5
9/26/2019	Senior Luncheon with Assembly Speaker Anthony Rendon	Paramount	4
9/26/2019	Pasadena Branch of the NAACP	Pasadena	5
9/26/2019	SD 3 Town Hall	Mission Hills	3 & 5
9/26/2019	The Wing	West Hollywood	3
9/27/2019	Town Hall with Assemblymember Kamlager-Dove	Mar Vista	2
9/28/2019	Mock Election	Countywide	All
9/29/2019	Mock Election	Countywide	All

## MEDIA COVERAGE

### July

- [New Way To Vote Coming To LA County](#) – Spectrum News

### August

- [Sweeping change is coming for L.A. County voters. If things go wrong, he'll get the blame](#) – LA Times
- [Ready for the voting overhaul in L.A. County? Here's what you need to know](#) – LA Times
- [New Los Angeles County voting system highlights trade-offs between security and accessibility](#) – The Washington Post
- [The Cybersecurity 202: L.A. County voting system pits cybersecurity vs. disability advocates](#) – The Washington Post
- [County to host mock election for new voting system at COC](#) – Signal SCV

- [New voting system introduced at Democratic Club community meeting](#) – Talon Marks

## September

- [L.A. County Offering New Ballot Casting Process For Voters in 2020](#) – 104.3 MYFM
- [L.A. County Offering New Ballot Casting Process For Voters in 2020](#) – KFI AM 640
- [Radio: L.A. County to debut new voting system next year](#) - KFI
- [Los Angeles County has Revamped Voting Systems for Upcoming 2020 Elections](#) – Culver City News
- [LA County getting ready to unveil mock election showcasing new voting system](#) – Long Beach Post
- [LA County to Hold Mock Election to Test Out New Voting System](#) – CBS/KCAL
- [LA County Unveils New Easier, Faster Voting System](#) – Spectrum News 1
- [Los Angeles County initiative to digitize voting process](#) – USC Annenberg
- [LA County to launch new voting system for March primary](#) – ABC 7
- [L.A. County is ready to unveil the new voting machines](#) – KBAK (CBS)
- [Radio: Voting process to change in L.A. County](#) – KPCC
- [Radio: Voters in L.A. County to get sneak peek at voting tablets](#) - KCRW
- [City Council takes closer look at new voting system](#) – The Signal
- [Learn How Voting Will Change in 2020 With L.A. County's Mock Elections](#) – KFI
- [L.A. Has a New Voting Device, Conway Talks with the County Clerk About It](#) – 104.3 MYFM
- [LOS ANGELES COUNTY UNVEILS NEW STATE-OF-THE-ART VOTING MACHINES](#) – Balitang America
- [New System Might Win Your Vote](#) – Gardena Valley News
- [TV: L.A. County voters are going to see some changes when they go to the voting booth next year](#) – KABC
- [Radio: Mock elections coming this weekend, so you can introduce yourself to the new system](#) - KFI
- [L.A. County is moving to a new voting system](#) - KNX

## October

- [New election systems undergo trial runs in Malibu and across LA County](#) – Malibu Surfside News
- [Here's what you need to know about the new voting systems debuting in the March 2020 primary](#) – The Beach Reporter
- [Over 5K turn out for mock election](#) – Antelope Valley Press
- [Los Angeles County residents get preview of a new way of voting](#) – California Forward Reporting

- [New county voting system gets a test run](#) – The Acorn
- [County releases results of mock election](#) – The Signal SCV
- [Countywide voting changes coming in 2020](#) – Glendale News-Press
- [Preview of big changes for Los Angeles County in ‘mock election’](#) – Easy Reader News
- [New voting changes coming in 2020 for Los Angeles residents](#) – El Camino College
- [County Clerk explains new election procedures during LB City Council meeting](#) – Signal Tribune
- [Public Hearing On County’s Election Plan Scheduled Today](#) – Long Beach Business Journal
- [Los Angeles County’s Got a New Voting System. Will it Work?](#) – Fox & Hounds
- [Special New Voting System Alert from Congresswoman Maxine Waters](#) – my.lwv.org

## **NEWSLETTER**

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.

## **ABOUT THE VSAP**

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP).

While the County’s current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County’s needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County’s voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

## **STAY CONNECTED**

More information regarding the Voting Solutions for All People (VSAP) Project is available to the public online at <https://vsap.lavote.net/>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly



reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Aaron Nevarez at [anevarez@rrcc.lacounty.gov](mailto:anevarez@rrcc.lacounty.gov) or (562) 462-2800.

Attachment



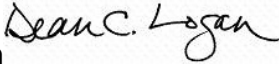
## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

March 20, 2020

TO: Supervisor Kathryn Barger, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan   
Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 1<sup>st</sup> Quarter, 2020**

The following is the first quarterly update of 2020, detailing project activities and accomplishments during the period of January 1, 2020 to March 10, 2020. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

During this period, the Department has accomplished several significant milestones related to the full implementation of VSAP. This quarter focused exclusively on roll out and administration of the County's first election using the vote center model and the VSAP solution. Activities included establishing a comprehensive media campaign to generate public awareness; civic engagement efforts; direct voter education on new tools such as the Vote Center look-up tool, the Voter Status and Participation Tool, the Interactive Sample Ballot (ISB) and the new Ballot Marking Device (BMD); and implementation of the Mobile and Flex Vote Center programs. This report will also highlight planned post-election activities that will allow the Department to assess what worked and areas of improvement.

Per the Board's motion adopted on March 10, 2020, the Department will provide a separate, follow-up report with a more detailed analysis of the March Presidential Primary.

### **Media Campaign**

The March 3, 2020 Presidential Primary Election was an historical change in LA County with the implementation of a newly certified voting system to over 5.4 million registered voters. To educate

and raise awareness to registered and eligible non-registered voters in the County, the Department developed and executed a large-scale, multilingual media campaign that spanned across several communication platforms.

The media campaign consisted of the following:

- Over 2,610 broadcast and cable television commercials in English, Spanish and Asian languages.
- Over 7,600 radio advertisements in English, Spanish and Asian languages.
- 250 billboards and neighborhood posters that also targeted in-language to communities who predominantly speak languages other than English.
- 1,020 multilingual transit posters placed on the sides and tails of both buses and trains, as well as posters on the inside of buses and trains.
- Over 25,600,000 digital media impressions that included commercials streaming on television and music/radio applications, email marketing, newsletters, website advertisements, website “takeovers,” navigation ads on Waze and automated robocalls.
- Over 205 social media posts from radio stations and partnering celebrity endorsers who voiced our messages throughout the campaign.
- 72 print media ads in 18 newspapers in English, Spanish and Asian languages, along with three Countywide direct mailings with information on the new voting experience and printed locations of Vote Centers.

The media campaign kicked off January 7, 2020 and lasted eight full weeks through Election Day. The campaign strategy followed a three-phase approach of messaging: general VSAP awareness (voting is changing), Vote by Mail (VBM) options, and messaging on in-person early voting options. Both the messaging and the creative art that was developed focused on the benefits of VSAP and VBM, along with critical election dates including the dates for in-person voting.

The Official Canvass Period is currently underway for the March Presidential Primary Election. Once the election is certified, the Media & Communications team will analyze various aspects of the election including the overall turnout results, data on voters who voted by mail, data on where and when voters turned out to vote early. In addition, the team will assess and analyze all of the media platforms that were utilized in the campaign to optimize future campaigns.

### **Vote Center Locations**

The Department developed an online look-up tool accessible on the Department’s website, [www.LAvote.net](http://www.LAvote.net) that displayed all 979 voter centers. The look-up tool allowed any member of the public to type in a full or partial address to find their nearest Vote Centers. Under each Vote Center listing was the date open and the hours of operation.

In addition to the online look-up tool, the Department sent two additional mailers to residents of LA County. The first mailing was a booklet that listed Vote Center locations. This booklet was mailed to every household within the County, which equates to approximately 3.5 million booklets. Additional booklets were made available to cities and Board offices for distribution at offices and community events. A second mailing that listed the six nearest locations for both 11-day and 4-day Vote Centers was sent to all registered voters.

Messaging on how to locate the most up-to-date list of Vote Centers was provided on both mailers, as well as other election-related materials, indicating Vote Centers may be subject to change.

## **Around the Clock Voting**

To increase access to voting and accommodate voters with unconventional schedules, the Department established six Vote Centers with hours of operation beginning 8 AM on Monday, March 2 through 8 PM on Tuesday, March 3. The six locations were located throughout LA County. There was at least one location for each Supervisorial District, East LA Doctors Hospital (District 1), Four Points by Sheraton LAX Hotel (District 2), Luxe Sunset Boulevard Hotel (District 3), Registrar- Recorder/ County Clerk Office (District 4), Hilton Garden Inn and The Great Caesar's Banquet Hall (District 5).

## **Voter Status and Participation Tool (replaced the Street Index)**

Among the numerous changes that took effect with the implementation of VSAP was a change to the Street Index. The Street Index was the list of voters who cast ballots in a specific precinct and was posted outside of the polling place. For the March Presidential Primary Election, the Street Index was replaced with the Voter Status and Participation Tool.

The Voter Status and Participation Tool was available and accessible at [www.LAvote.net](http://www.LAvote.net) during the voting period. Upon registering for access, campaigns and other members of the public were able to view the full list of precincts and registered voters in each precinct. The tool indicated which voters voted in person or returned a VBM ballot.

## **Voter Experience using the ISB / Poll Pass**

The improved and modernized voting experience included an option for voters to utilize the Interactive Sample Ballot (ISB) to generate a Poll Pass. The ISB allowed voters the ability to pre-mark their ballot, then transfer their selections to the BMD using the QR code in their Poll Pass. Initial feedback from the voting period indicates that voters found the ISB easy and convenient. Many voters took advantage of the ISB prior to voting or when arriving at a vote center, which helped to create a more efficient, expedited voting experience.

## **Voter Experience Using the BMD**

The centerpiece of the new voter experience was the BMD. The first Countywide election where voters used the BMD to cast an in-person vote. Similar to the ISB / Poll Pass, feedback received regarding using the BMD was positive. Voters described the BMD as a very engaging and efficient process.

## **Mobile Vote Center Program**

The Mobile Vote Center Program (MVCP) was created as part of the Department's goal of election outreach and creating a more accessible election. It allows for special focus and targeted outreach efforts to voters with distinct needs that can be met with the new voting experience. This includes seniors, people experiencing homelessness, voters with disabilities and incarcerated voters, in addition to providing voting opportunities to areas with a high-volume of foot traffic. The MVCP ensures that the Department meets the needs of all LA County voters to cast their ballot by



expanding civic engagement opportunities. Two components of the MVCP are Mobile Vote Center Vehicles and Flex Vote Centers. The Department partnered with cities, community-based organizations and other stakeholders to effectively implement this program and distribute these resources equitably across LA County.

- Mobile Vote Centers: The Mobile Vote Center vehicles are trailers that have been renovated to fit BMDs inside. The units were targeted for public places with high foot traffic. The primary requirement is ability to park on level ground in a space of 20 feet by 40 feet. Mobile Vote Centers provided additional voting opportunities in public spaces and were deployed from Saturday, February 22 to Monday, March 2. Furthermore, Mobile Vote Centers were useful in marginalized communities, such as areas with a high number of voters experiencing homelessness, where locations for standard Vote Centers were unavailable.

All Mobile Vote Center locations were published at [www.LAvote.net](http://www.LAvote.net). There was a total of 25 locations spread across the five Supervisorial Districts. A total of 2,541 voters cast ballots at these locations.

- Flex and Mobile Vote Center Highlights: Bringing the New Experience to Voters Experiencing Homelessness: The Department partnered with the Downtown Women's Center (DWC) to offer voters experiencing homelessness more opportunities to vote. The DWC is close proximity to Skid Row and, therefore, in addition to providing accessible and convenient voting method for residents of the facility, it served as a resource for voters in the surrounding community.
- The Department stationed a Flex Vote Center at the Boeing Plaza at the intersection of West Lancaster Boulevard and Sierra Highway in Lancaster. This location provided an accessible and convenient voting method for residents of the surrounding community. It was utilized significantly by voters experiencing homelessness and stakeholders that work directly with homeless communities.
- Flex Vote Centers: Flex Vote Centers provide all the services and equipment at a standard vote center, but on a smaller scale. Staffing includes two Department staff members and one volunteer provided by the host organization or facility. They provide short-term in-person voting opportunities at a variety of locations serving targeted populations such as seniors, voters with disabilities, people experiencing homelessness, and incarcerated voters. Flex Vote Centers are scheduled for a full day or half day, depending on a variety of factors including availability, regional distribution and the expected number of voters.

All Flex Vote Center locations were published at [www.LAvote.net](http://www.LAvote.net). There were a total of 44 locations spread across the five Supervisorial Districts. A total of 1,954 voters cast ballots at these locations.

- Flex and Mobile Vote Center Highlight: Century Regional Detention Facility (CRDF): On February 22 and 23, the Department partnered with the LA County Sheriff's Department (LASD) to provide expanded voting options for justice-involved voters and their family members. A Mobile Vote Center was stationed at the entrance to the Century Regional Detention Facility (CRDF) in Lynwood where arriving visitors (and LASD personnel) were

encouraged to vote. Among the voters who voted at the Mobile Vote Center was Sheriff Alex Villanueva.

Through enhanced partnership with LASD, the Department was able to pilot a Flex Vote Center inside CRDF. This offered eligible incarcerated voters the option of in-person voting. The Department has an established program where eligible inmates may vote by mail. The Flex Vote Center was successfully piloted giving voters a choice for how they wish to cast their ballot. Along with education on general civic engagement and how to cast a ballot, the Department partnered with the League of Women voters to provide nonpartisan educational information. This development marked the first time in LA County where incarcerated voters were able to vote in-person while serving a jail sentence.

### **Research Activities**

During the March Presidential Primary, various organizations observed and some conducted research activities at vote centers. One such organization is Loyola Marymount University (LMU). LMU conducted an independent study of the 2020 Presidential Primary in LA County. The study focused on voters overall voting experience, knowledge of the changes made and who they voted for. There were 3,596 participants in the study. More information on the research, including research findings can be found at:

<https://academics.lmu.edu/studyla/students/fieldresearchopportunities/lavotes/>

### **Post-Election Review**

To improve future elections operations, the Department will go through an extensive review of processes, procedures and systems as they were implemented in the March Presidential Primary. To gather data, the Department will conduct voter and election worker surveys, meet with community organizations, and conduct internal debrief sessions. These activities are scheduled to take place over the next 4-6 weeks.

### **VSAP Highlights and Activities: January 1, 2020 to March 10, 2020**

- Dean Logan and the RR/CC participated in the 28<sup>th</sup> Annual Empowerment Congress Summit on January 18, 2020 at the Charles R. Drew University of Medicine and Science in South Los Angeles. The event featured a community workshop on the new voting experience and the 2020 Census as well as a VSAP resource table available to members of the public and event participants.
- January 2020 marked the beginning of the countywide media campaign for the Presidential Primary Election. Members of the public began to see multilingual billboards, bus advertisements on Metro buses and shelters, television, radio and newspaper advertisements in multilingual media markets. Dean Logan appeared on several news outlets about the new voting experience including KIRN Radio Iran on 670AM on January 5, 2020 and Spectrum News 1 on January 7, 2020.
- California Secretary of State approved and certified LA County's Voting Solutions for All People (VSAP) 2.0 voting system on January 24, 2020.
- VSAP Demo Centers continued in the month of January with 10 locations available countywide. They include the following:

- City of Claremont Human Services in Claremont, CA
  - Glendale Police Community Room in Glendale, CA
  - Hawaiian Gardens City Hall in Hawaiian Gardens, CA
  - Lancaster Library in Lancaster, CA
  - Lennox Library in Lennox, CA
  - Littlerock Library in Littlerock, CA
  - Willowbrook Library in Los Angeles, CA
  - Edendale Branch Library in Los Angeles, CA
  - Malibu Library in Malibu, CA
  - SBCC Thrive LA in Wilmington, CA
  - Abbot Kinney Memorial Branch Library in Venice, CA
- On February 3, 2020, VSAP achieved major milestones with official start of voting for the Presidential Primary Election. The RR/CC could begin to accept VBM ballots, 206 newly designed VBM drop-off boxes were available to the public and the first Vote Center in LA County opened at the RR/CC Headquarters in Norwalk, CA.
- On February 22, 2020, the RR/CC opened over 220 Vote Centers that would be open for the 11-day voting period available to voters Countywide. The Mobile Voting Program including 25 scheduled events for the Mobile Voting Unit and 45 Flex Vote Centers Countywide.
- In partnership with the Los Angeles County Sherriff's Department, the RR/CC opened a Flex Vote Center inside of the Century Regional Detention Facility in Lynwood, CA available for the inmates to vote in-person for the Presidential Primary Election on February 22-23, 2020. This marked the first time in the history of the County in-person voting services were provided inside of a jail. As part of the Sherriff's Department's "We All Count" campaign and the RR/CC's "Free the Vote" campaign, the RR/CC also provided voting services at a Mobile Voting Unit outside of the jail's facilities for visitors and members of the public. Sherriff Alex Villanueva cast his ballot at the Mobile Voting Unit on February 23, 2020.
- On February 29, 2020, over 975 Vote Centers were open and available for LA County voters to cast their ballots through Election Day.

### Civic Engagement

During this reporting period, VSAP staff met with various community-based organizations (CBO), government agencies and city officials to present on the new voting experience. Prior to the March 3 Presidential Primary Election, the Department surpassed 500 VSAP presentations and hands-on demonstrations to CBOs and at community events. This is in addition to traditional outreach events where VSAP was promoted.

VSAP PRESENTATIONS			
Date	Organization	City	District
1/2/2020	Eye-DAS: Eye Diseases are Serious	West Covina	1
1/4/2020	Zeta Phi Beta Sorority	South LA	2
1/4/2020	California Council of the Blind	Burbank	5

1/6/2020	St. Mary Tower Senior Complex	Long Beach	4
1/8/2020	El Segundo Women's Club	El Segundo	4
1/8/2020	Quartz Hill High School- with Voter Registration Training	Quartz Hill	5
1/10/2020	Kiwanis Glendale	Glendale	5
1/10/2020	AARP	Leimert Park	2
1/11/2020	LA City Councilman David Ryu Open House	Koreatown	2
1/11/2020	Social Action Forum: Delta Sigma Theta Event	Covina	5
1/11/2020	Los Angeles City and City of Hawthorne Townhall	Hawthorne	2
1/12/2020	CHIRLA High School Students	Westlake	1
1/13/2020	LA County Commission for Women	DTLA	1
1/13/2020	National Federation of Retired Employees from the Federal Gov't	Long Beach	4
1/13/2020	Homeowners Associations	Torrance	4
1/13/2020	Malibu City Council	Malibu	3
1/14/2020	SEIU Local 721 Retirees	DTLA	1
1/14/2020	LA City Recreation & Parks, Senior Citizen Section	Crestview	2
1/14/2020	Alhambra Retired Teachers	San Gabriel	5
1/14/2020	Access Paratransit Community Advisory Committee (CAC)	DTLA	1
1/14/2020	South El Monte City Council	South El Monte	1
1/15/2020	LASD at VSAP Lab	RR/CC	4
1/15/2020	LAUSD Student Advisory Council with Board Member Schmerelson	Lake Balboa	3
1/15/2020	SD 5 Town Hall	Lancaster	5
1/15/2020	Athens on the Hill Community Association	Harbor Gateway	2
1/16/2020	City of Manhattan Beach Parks Seniors	Manhattan Beach	4
1/16/2020	San Rafael Neighborhood Association Candidate Forum	Pasadena	5
1/16/2020	City of Gardena Town Hall	Gardena	2
1/16/2020	LA Soul Sippin	Westchester	3
1/17/2020	UTLA Retirees	Koreatown	2
1/17/2020	TransVoter Voter Reg & Empowerment Event Hosted by LWV	South LA	2
1/18/2020	California Council of the Blind, Los Angeles Chapter	Chatsworth	3
1/18/2020	Empowerment Congress	South LA	2
1/18/2020	LA Voice with Archdiocese of Los Angeles	DTLA	1
1/19/2020	Center of Hope Town Hall	Inglewood	2
1/20/2020	University of Antelope	Lancaster	5
1/21/2020	West Athens/ Westmont Task Force	West Athens	2
1/21/2020	Antelope Valley Republican Women Federated	Palmdale	5
1/21/2020	Torrance City Town Hall	Torrance	4
1/21/2020	Diamond Bar City Council	Diamond Bar	4
1/22/2020	Ramona Convent Secondary School	Alhambra	5
1/22/2020	Glendale/Burbank/Crescenta Valley Republican Assembly	La Crescenta	5
1/22/2020	Monterey Park Town Hall	Monterey Park	1



1/23/2020	National Active and Retired Federal Employees	Whittier	4
1/23/2020	Beachwood Canyon Neighborhood Association	Hollywood Hills	3
1/24/2020	State Senator Ben Allen at Venice Demo Center	Venice	3
1/25/2020	Santa Clarita Republican Women Federated	Valencia	5
1/25/2020	Baldwin Hills Estates HOA	Baldwin Hills	2
1/25/2020	Black Women for Wellness Town Hall	Leimert Park	2
1/25/2020	TransVoter Voter Reg & Empowerment Event Hosted by LWV	West Hollywood	3
1/26/2020	Pacific Palisades Democratic Club	Pacific Palisades	3
1/27/2020	Alhambra City Council	Alhambra	5
1/28/2020	Board of Supervisors Meeting	HOA	1
1/28/2020	LA Forum of Federation of Retired Union Members	Pico Union	1
1/28/2020	Torrance City Council	Torrance	4
1/28/2020	Whittier City Council	Whittier	4
1/28/2020	Harbor Gateway North Neighborhood Council	Harbor Gateway	2
1/29/2020	Women's Suffrage Movement – Department of Regional Planning	DTLA	1
1/29/2020	Mike Bloomberg for President Campaign Staff	DTLA	1
1/29/2020	West Angeles Community Development Corporation	Hyde Park	2
1/29/2020	Glendora Candidate Forum	Glendora	5
1/30/2020	West Covina Senior Center	West Covina	1
1/30/2020	El Monte Senior Center	El Monte	1
1/30/2020	Election Orientation for SD1 Staff	HOA	1
1/30/2020	Jewish Family Service Valley Store Front Senior Center	North Hollywood	3
1/30/2020	Walnut Park Community Meeting	Walnut Park	1
1/30/2020	St. Brigid Church and Holy Name of Jesus	South LA	2
1/31/2020	Assembly Budget Subcommittee on Resources & Transportation	Boyle Heights	1
2/1/2020	Senior Event with Council Member Roberto Uranga	Long Beach	4
2/1/2020	Delta, Sigma Theta Sorority	Inglewood	2
2/1/2020	Brookins-Kirkland Community AME Church	Hyde Park	2
2/1/2020	California Native Vote Project	Pasadena	5
2/1/2020	CSUN Art Gallery Grand Opening	Northridge	3
2/2/2020	First United Methodist Church of Santa Monica	Santa Monica	3
2/3/2020	Graham Library	Nadeua	2
2/3/2020	Azusa City Council	Azusa	1
2/3/2020	West Hollywood City Council	West Hollywood	3
2/4/2020	La Canada-Flintridge City Council	La Canada-Flintridge	5
2/4/2020	Rancho Palos Verdes City Council	Rancho Palos Verdes	4
2/4/2020	West Covina City Council	West Covina	1
2/5/2020	Sunrise Senior Living of Santa Monica	Santa Monica	3
2/5/2020	We the People Vote Series	El Sereno	1
2/5/2020	Jewish Family Service West Hollywood Comprehensive Service Center	West Hollywood	3
2/5/2020	City of Duarte Town Hall #1	Duarte	5

2/5/2020	City of Duarte Town Hall #2	Duarte	5
2/5/2020	Torrance City Council Candidate Forum	Torrance	4
2/7/2020	Ed Washatka Organization	Pasadena	5
2/7/2020	Health Innovation Community Partnership (HICP)	East LA	1
2/7/2020	California Department of Transportation (CalTrans)	DTLA	1
2/7/2020	Hillcrest Mobile Home Park	La Verne	5
2/7/2020	Osage Senior Villas	Inglewood	2
2/7/2020	Skirball Event	Brentwood	3
2/8/2020	California Council of the Blind	Signal Hill	4
2/8/2020	Indivisible Chapter	West LA	3
2/8/2020	LA City Recreation & Parks, Senior Citizen Section	Leimert Park	2
2/8/2020	Imperial Height Community Church	West Athens	2
2/8/2020	Nayeli Sanchez Event	Hyde Park	2
2/9/2020	R3AV Summit	Palmdale	5
2/9/2020	Los Angeles Unified School District (LAUSD)	Baldwin Hills	2
2/10/2020	Palisades Alliance for Seniors	Pacific Palisades	3
2/10/2020	Artesia Community Center	Artesia	4
2/10/2020	Glendora Coordinating Council	Glendora	5
2/10/2020	OLLI @ CSULB #3	Long Beach	4
2/10/2020	Bell Gardens City Council	Bell Gardens	1
2/10/2020	Eye-DAS: Eye Disease are Serious	Glendora	5
2/11/2020	Rio Honda College Rush Week	Whittier	4
2/11/2020	GEMB Church	Los Angeles	2
2/11/2020	Department of Children and Family Services	Pomona	1
2/11/2020	"Toolbox" / Lorraine Lundquist Campaign	Chatsworth	3
2/11/2020	LMU Campaign Class	West LA	3
2/11/2020	Hawthorne City Council	Hawthorne	2
2/11/2020	Santa Monica City Council	Santa Monica	3
2/11/2020	LA County Democratic Party	Los Angeles	2
2/12/2020	LMU Staff Senate	Westchester	3
2/12/2020	St. Eugene's Senior Club	Inglewood	2
2/12/2020	Back to the Ballot	DTLA	1
2/12/2020	Agoura Hills City Council	Agoura Hills	3
2/12/2020	Inglewood Council Member Dotson Town Hall	Inglewood	2
2/12/2020	Westlake Village City Council	Westlake Village	3
2/12/2020	Montebello City Council	Montebello	1
2/13/2020	Redondo Beach Chamber of Commerce & Business Association	North Redondo Beach	4
2/13/2020	La Crescenta Valley Republican Women Federated	La Crescenta	5
2/13/2020	2020 Annual Young Women's Mentorship Luncheon	Miracle Mile	3
2/13/2020	VSAP/VCA ML Workshop	RR/CC	4
2/13/2020	La Verne Candidate Forum	La Verne	5
2/13/2020	College of the Canyons	Santa Clarita	5
2/13/2020	Ramona Neighborhood Association	Hawthorne	2
2/14/2020	Black Women for Wellness Event	South LA	2
2/14/2020	West Athens / Westmont Task Force	West Athens	2

2/14/2020	League of Women Voters, Pasadena Chapter	Pasadena	5
2/15/2020	San Gabriel Valley NAACP	West Covina	1
2/15/2020	Poll Monitor Orientation	RR/CC	4
2/15/2020	LA Urban League Young Professionals	Baldwin Hills	2
2/15/2020	Fight to Save Black LA Candidate Forum	Leimert Park	2
2/15/2020	San Rafael Mobile Home Estates Association	Harbor City	2
2/16/2020	Mt. Tabor Missionary Baptist Church	South LA	2
2/16/2020	Canada Crescenta Democratic Club	La Crescenta	5
2/18/2020	CSUN Civic Engagement Event	Northridge	3
2/18/2020	LA Metro Headquarters	DTLA	1
2/18/2020	Secretary of State Ballot Bowl & Federal Voting Series	East LA	1
2/18/2020	Long Beach Kiwanis	Long Beach	4
2/18/2020	Local District South's African American Prof Development Project	Gardena	2
2/18/2020	Commerce City Council	Commerce	1
2/18/2020	Compton City Council	Compton	2
2/19/2020	Valley Industry and Commerce Association (VICA)	Van Nuys	3
2/19/2020	Griffith Park Adult Community Center	Los Feliz	3
2/19/2020	Pomona Fairplex	Pomona	1
2/19/2020	VSAP/ with Disability Rights Presentation	Van Nuys	3
2/19/2020	KIPP Through College Family Ambassadors Meeting	East LA	1
2/19/2020	NAACP San Fernando Valley	Reseda	3
2/20/2020	Diamond Bar City Center	Diamond Bar	4
2/20/2020	Election Orientation for SD 2	Exposition Park	2
2/20/2020	Miracle Workers Service Club	Van Nuys	3
2/20/2020	Estrada Courts Housing	Boyle Heights	1
2/20/2020	San Gabriel Valley Council of Government	West Covina	1
2/20/2020	Kiwanians Meeting	Glendora	5
2/20/2020	Town Hall with Rep. Nanette Diaz Barragan	South Gate	1
2/20/2020	Agua Dulce Civic Association	Agua Dulce	5
2/21/2020	Rosemead Community Center	Rosemead	1
2/21/2020	63 Senior Breakfast	Lakewood	4
2/21/2020	Long Beach Veterans Admin. Medical Center (visually impaired voters)	Long Beach	4
2/21/2020	Election Orientation for SD 4 Staff	Webinar	4
2/21/2020	Election Orientation for SD 3 Staff	HOA	3
2/24/2020	Town Hall with Assembly member Friedman	La Crescenta	5
2/25/2020	Burbank City Council	Burbank	5
3/9/2020	California Federation of Women's Clubs – Los Cerritos District	South Gate	1

## **VSAP Media Coverage**

**1/03/20**

[How to Vote in California: What to Do Ahead of the March 3 Primary Election](#) - LAist

**1/04/20**

[Changes coming in way you cast your votes](#) – AV Press

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[LA County elections changes to be discussed at Jan. 15 meeting in Lancaster](#) – The AV Times

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[Radio: LA County residents can vote any voting center within L.A. County over a 11-day period](#) – KFI

[Radio: No party preference voters who opt to vote by mail need to take an extra step to participate in March election](#) – KPCC

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[City Expresses Concerns With New Voting System in L.A. County](#) – Beverly Hills Courier

[LA County Voters Will Use New Voting System This March](#) – Spectrum News 1

[New e-voting system demonstration at Hughes Center](#) – Claremont Courier

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[Beverly Hills Might Sue Over LA County's New Voting Machine Design](#) – Laist

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[Los Angeles and OC Voting Centers: Where to go for the 2020 Primary Election —LAist](#)

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[List of Long Beach polling places released for March 2020 election —Signal Tribune](#)

**2/2/20**

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[Update on New Voting System Litigation – Beverly Hills Courier](#)

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**2/7/20**

[TV: Measure FD left off ballots in Pomona, Hawthorne – Spectrum News 1](#)

**2/9/20**

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**2/10/20**

[Measure FD omitted on 59,000 ballots across Hawthorne, Pomona – Malibu Surfside News](#)

**2/11/20**

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**2/12/20**

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[Primary Voting Is Different This Year: More Locations, More Time, New Machines —Alhambra Source](#)

[LA County's new voting system to get spotlight in primary - KABC](#)

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## **2/29/20**

[Early voters in LA County weigh-in on new voting devices, give guidelines](#) —Go Tech Daily

[Some Vote by mail ballots delayed](#) —AV Press

[Parents worried about Vote Centers at school](#) —Av Press

[More LA vote centers open: More glitches more fixes, more praise – and more focus on Super Tuesday](#)—Torrance Daily Breeze

[California voting changes raise concerns for Super Tuesday](#)—Fox 11

[Hundreds of New Early Voting Centers Open in LA](#)—NBC 4

[What You Need to Know before Voting on Tuesday](#)—NBC 4

[Voting Centers Adapt to New Digital Age](#)—NBC 4

[Los Angeles County voters will encounter new ballot machines, other changes on Super Tuesday](#)—LA Times

[Still undecided? Here's a quick rundown of what South Bay voters face on March 3](#)—Torrance Daily Breeze

[Hundreds of vote centers are open across L.A. County on weekend before CA's March 3 primary](#)—KTLA5

[Second Weekend of Voting Begins Today](#)—Larchmont Buzz

[WeHo City Hall Accepts Election Ballots on Tuesday](#)—WeHo Ville

**3/1/20**

[LA Metro To Offer Free Fare On California Primary Election Day—CBS](#)

[Super Tuesday: Polling Locations Open Sunday to LA County Voters—CBS](#)

[LA County Announces 24-Hour Voting Centers to Open Monday—CBS](#)

[How to Find the Nearest Voting Center for the California Primary—NBC4](#)

[Early voting difficulties occur in LA County ahead of Democratic presidential candidates' visits to SoCal—Go Tech Daily](#)

[Community Kids: Vote! —Santa Monica Daily Press](#)

[Newsletter: California, here they come. It's time for Super Tuesday—LA Times](#)

[LA County Announces 24-Hour Voting Centers to Open Monday—News Break](#)

[Hundreds of New Early Voting Centers Open in LA—NBC 4](#)

[LA County Rolling Out 24-Hour, Around the Clock Voting Centers—NBC 4](#)

[RADIO: L.A. County officials announced plans to make voting as easy as possible ahead of Tuesday's election—KFI AM 640](#)

**3/2/20**

[Long Lines are possible for L.A. voters who wait until election day—L.A. Times](#)

[Los Angeles City Council Election: 7 Races, Much at Stake—Patch](#)

[Super Tuesday: California has huge role in Dem primary, but new vote centers a concern—USA Today](#)

[Election Day is here! Here are 7 things to know... —LA Daily News](#)

[These 6 Voting Centers Will Be Open all Night—Laist](#)

[24-hour Voting Centers Open Today Across LA County—Radio.com](#)

[New LA County Early Voting System—Citrus College Clarion](#)

[California Voting Changes Raise Concerns for 'Super Tuesday' – NBC Los Angeles—The Union Journal](#)

[California voting changes raise concerns for 'Super Tuesday'—ABC 6 News](#)

[Los Angeles City Council Election: 7 Races, Much at Stake—Patch](#)

[Homeless voter unable to vote in a local race amid overhaul of la county voting system—LA Daily News](#)

[TV: Some polling locations open for 24 hours—KABC](#)

[RADIO: L.A. County has 24-hour voting centers—KNX 1070](#)

[RADIO: As of today more than 30,000 people voted with the early voting machine—KNX 1070](#)

[RADIO: KPCC's Voter Game Plan team answers how ballots get counted in L.A. County—KPCC](#)

**3/3/20**

[Los Angeles County's risky voting experiment—Politico](#)

[L.A. County voters: Baffled by those other races on your ballot? Here's a rundown—L.A. Times](#)

[California braces for long lines at Super Tuesday primary—Daily Democrat](#)

[Here's Where You Can Vote—Pasadena News Now](#)

[Free rides and around-the-clock voting being offered in LA County—Fox 11](#)

['Late' ballots shouldn't be an issue—AV Press](#)

[Vote Centers In Palos Verdes Peninsula—Patch](#)

[How to Find the Nearest Voting Center for the California Primary—NBC 4](#)

[New High Tech Ballot System Seems Calculated to Create Confusion in California—Santa Monica Observer](#)

[Here's How Things Are Going At La County Voting Centers So Far—Laist](#)

[It's Election Day! Here's What You need To Know—Laist](#)

[Democracy is Happening in Downtown LA, But It Is Taking A While—Laist](#)

[Her, LA County Voters. Here Are Some Vote Centers Without Long Lines—Laist](#)

[County Addresses Long Lines, Wait Times at Vote Centers—CBS](#)

[LA County Not Keeping Polls Open after Sanders Lawsuit—Laist](#)

[After days of struggling, homeless voters cast their ballots at last—LA Daily News](#)

[Early voting centers in LA County to stay open around the clock leading into Super Tuesday—ABC 7](#)

[Los Angeles County's Voting Solutions for All People debuts on Super Tuesday—Stamford Advocate](#)

[Los Angeles rolls out new voting system—KYMA](#)

[Los Angeles County's new voting machines hailed for accessibility, dogged by security concerns—The Washington Post](#)

[Editorial: How's that new voting system working out for you, L.A.? —LA Times](#)

[Did you vote an L.A. County vote center? Share your experience—LA Times](#)

[Hours After Polls Close, Voters Waiting In Long Lines to Make Their Voices Heard—CBS](#)

[Homeless and a voter: Inside LA's new outreach program—CNN](#)

[‘This is like gridlock on the 405’: Polls have closed, but hundreds still lined up to vote—LA Times](#)

[Power outages reported at LAX and Los Angeles polling places amid Super Tuesday voting—Business Insider](#)

[Frustrated voters light up Twitter after waiting hours at L.A County vote centers—LA Times](#)

[Long Waits Frustrate Los Angeles Voters—The New York Times](#)

[Tornadoes, virus fears, machines disrupt some voting—The Porterville Recorder](#)

[LA County Polls to Remain Open After 8 pm, For Voters Who Arrive Before Closing Time—Santa Monica Observer](#)

[As millions vote, California places take precautions to lessen coronavirus risk—LA Times](#)

[UCLA students face waits of more than 2 hours to cast ballots at campus vote centers—KTLA 5](#)

[Pelosi urges California voters ‘to stay in line’ amid reports of long wait times—The Hill](#)

[Super Tuesday Was Super Slow for Voters in West Hollywood—WeHo Ville](#)

[Super Tuesday results: Biden sweeps the South, Sanders strong in the West, anemic outcome for Bloomberg—ABC News](#)

[Super Tuesday: Bernie Sanders Leading in California Primary—ABC 7](#)

[Super Tuesday in Riverside, San Bernardino counties a bit of a bumpy ride—The Sun](#)

[Sanders Campaign Files Federal Court Papers to Keep LA County Polls Open Longer amid “Extreme” Waits—Deadline](#)

[Voting Disrupted by Tornadoes, Virus Fears, Machines in Some States—NBC 4](#)

[What voters can expect in Super Tuesday states—The Washington Post](#)

[Bernie Sanders Campaign Files Court Documents Over LA County Voting Problems—NBC 4](#)

[Bernie Sanders campaign files motion to keep LA County polls open later—ABC 7](#)

[Super Tuesday: Bernie Sanders wins California as he claims biggest prize on polling day—Meaww](#)

[Los Angeles Polling Facilities to Keep Open Late After Voters Face Lengthy Traces—Binge Post](#)

[RADIO: KPCC answering voters’ questions on voting for a candidate that’s already dropped out—KPCC](#)

[RADIO: Mike Sanchez with the Registrar-Recorder Comments on voters speeding things up using new interactive sample ballot—KNX 1070](#)

[RADIO: Couple measures aimed at encouraging people to cast their ballots with free Metro rides and opening up six around the clock voting centers—KCRW](#)



[RADIO: Half a dozen voting centers in L.A. County have been opened all night—KPCC](#)

[TV: Super Tuesday voting underway in L.A. County—KTLA](#)

**3/4/20**

[So How Many Votes Have Been Cast in OC and LA So Far? —LAist](#)

[Los Angeles County's bold effort to improve voting leads to malfunctioning equipment, long lines and angry voters—The Washington Post](#)

[L.A. County voters encounter hours-long waits and glitches with brand-new system—LA Times](#)

[Voters struggled with LA's fancy new voting machines on Super Tuesday—Vox](#)

[Voting on Los Angeles' new machines was a mess—Techpocket](#)

[20.6 percent turnout reported in L.A. County—The Antelope Valley Times](#)

[Voting problems, long lines mar California primary voting—Click Orlando](#)

[What We Know \(And Don't\) after The California Primary Election—Capradio](#)

[Investigation into widespread voting problems in L.A. County needed now, supervisor says—LA Times](#)

[Long Lines in Los Angeles County prompt Sanders complaint—WTOP News](#)

[Why Were Voting Lines So Long on Super Tuesday—NBC 4](#)

[Los Angeles County Registrar Apologizes for Long Voting Lines, Technical Glitches—News Break](#)

[What Went Wrong in the First Test of LA County's New Voting System—NBC 4](#)

[“Like Gridlock on the 405.” L.A.'s New Voting Centers See Long Lines, Errors—California Political Review](#)

[Voting Changes, Glitches Add to Slow count of California Ballots—Courthouse News](#)

[Early Election Day Winners and Losers: City Council, the DA's Race, and More—L.A. Magazine](#)

[Long lines at polls in California prompt complaint from Sanders campaign—WNEP](#)

[A day after county's Election Day meltdown, LA leaders demand probe—Whittier Daily News](#)

[Voting Issues Hit California and Texas With Long Waits on Super Tuesday—WRMA](#)

[LA County Registrar Apologizes for Long Lines During Super Tuesday—CBS](#)

[20.6 Percent Turnout Reported in L.A. County—KFI AM 640](#)

[Coronavirus fears disrupt Super Tuesday in Texas and California as election workers fail to show up for fear of catching virus—Daily Mail](#)

[Tornadoes, virus fears, machines disrupt some voting—Manchester Times](#)

[Long Lines Mar Super Tuesday Voting in Two Biggest States—The New York Times](#)

[Inside Los Angeles' New Voting System—LATF](#)

[Long Lines, Voting Machine Problems Frustrate Voters—KFI AM 640](#)

[LA County Sees 20 Percent Voter Turnout for Super Tuesday; Registrar Apologizes for Long Lines—CBS](#)

[RADIO: Registrar-Recorder's office says yesterday's primary election was a learning experience—KNX 1070](#)

[RADIO: Dean Logan with Registrar-Recorder addresses voting issues in press conference last night—KPCC](#)

[TV: New voting system in L.A. County overloaded during Super Tuesday—KTLA](#)

[Glitches Galore: Voters express frustrations after major election delays—FOX 11](#)

[L.A. County supervisors want answers to widespread voting problems—L.A. Times](#)

**3/5/20**

[Why Voters in Los Angeles Waited Hours to Cast Ballots—Free Speech TV](#)

[Latinos and Young People Come through for sanders in California—The New York Times](#)

[State Reviewing LA County Voting Data—NBC 4](#)

[The Cybersecurity 202: Los Angeles County voting machine breakdown sparks concerns about November—The Washington Post](#)

[The Scramble to Fix Los Angeles Voting Before November \(And What Went Wrong\) —Laist](#)

[California Secretary of State Calls for Mail-In Ballots to Be Automatically Sent to All LA County Voters—CBS](#)

[Voter Turnout in L.A. County in 2020 Nearly Half of 2016 Primary Election—KHTS Radio](#)

[LA County Considering sending Mail Ballots to All Voters—CBS](#)

[California asks LA County to mail ballots to deter delays—The Hour](#)

[Does New Voting Tech Help or Hurt Turnout—Our Future](#)

[Barger calls for investigation to address election day issues in county—SCV Signal](#)

[California Officials demand changes to L.A. voting after election day chaos—L.A. Times](#)

[LA County Considering Sending Mail Ballots to All Voters—NBC 4](#)

[California Secretary of State Calls for Mail-In Ballots to be Automatically Sent to All LA County Voters—Alaturka News](#)

[RADIO: Supervisor Hahn wants to open up investigation to look into what went wrong during election wait time—KPCC](#)

[RADIO: Update on election results and Supervisor Hahn is calling for an investigation into long vote center wait times—KNX 1070](#)

[TV: Secretary of State Wants LA County to Automatically Send Ballots in November—CBS](#)

[RADIO: Dean Logan with Registrar-Recorder responded to Secretary of State Alex Padilla's criticizing election administration in L.A. County—KCRW](#)

**3/6/20**

[How super Tuesday Unfolded—The New York Times](#)

[After Hourslong Waits to Vote, California Considers Changes, Texas Doesn't—The Wall Street Journal](#)

[Young Voters in California and Texas Share Their Struggles from Trying to Vote on Super Tuesday—Teen Vogue](#)

[California lawmaker to propose more voting centers and increased voting-by-mail in LA after Super Tuesday lines—Erie News Now](#)

[More than 675,000 L.A. County ballots still haven't been counted—L.A. Times](#)

[Padilla wants mail ballots sent to all L.A. County voters—AV Press](#)

[California asks LA County to mail ballots to deter delays—Santa Monica Daily Press](#)

[TV: Mailing Ballots to All L.A. County Voters? —ABC](#)

[RADIO: Secretary of State Alex Padilla calls for vote by mail ballots to be sent to all registered voters for November election—KNX 1070](#)

**3/7/20**

[Letters to the Editor: Poll workers say voters who didn't do their homework complicated election day—L.A. Times](#)

[Mail bonding: After March election meltdowns, is in-person voting losing its appeal? —The Sun](#)

[Letters to the Editor: Dedicated voters gave up on Election Day because of long lines. That's Unacceptable—L.A. Times](#)

[Our View | On Voting, Change and Human Procrastination—SCV Signal](#)

**3/8/20**

[OUR VIEW: California shoots itself in its 'election foot'—Bakersfield.com](#)

[How Los Angeles' election innovation fell short—Herald-Mail Media](#)

[Why the Long Lines in LA on Super Tuesday—NBC 4](#)

**3/9/20**

[Supervisors want election answers—AV Press](#)

## Press Releases

1/24: Secretary of State Approves Los Angeles County's Publicly Owned, Publicly Designed Voting System 

1/30: New Sample Ballots in the Mail for the March 3 Presidential Primary Election 

2/3: Vote by Mail Ballots Mailed for the March 3 Presidential Primary Election 

2/6: ATTENTION POMONA AND HAWTHORNE VOTERS Action Required – Measure FD Missing in Original Ballot Voters to Receive Supplemental Ballot Containing Measure FD 

2/18: Official Registration Deadline for the March 3 Presidential Primary Election 

2/21: Voting Begins This Weekend for the March 3 Presidential Primary Election 

2/25: Last Day to Request a Vote by Mail Ballot for the March 3 Presidential Primary Election 

2/28: Second Weekend of Voting Begins Tomorrow 

3/1: Around the Clock Voting for the March 3 Presidential Primary Election 

3/3: Election Day Resources and Media Logistics 

3/3: Vote Centers Will Remain Open for All Voters Who Arrive Before 8 PM 

3/3: Semi-Final Results Announced for the March 3 Presidential Primary Election 

3/4: First Ballot Counting Update for the March 3 Presidential Primary Election 

3/5: Los Angeles County Registrar-Recorder County Clerk Statement in response to Secretary of State 

3/5: Second Ballot Counting Update for the March 3 Presidential Primary Election 

3/6: Third Ballot Counting Update for the March 3 Presidential Primary Election 

## About the VSAP

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP).

While the County's current voting system has served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology do not offer the technical and functional elasticity necessary to continue to accommodate our growing and increasingly diverse electorate.



The size and diversity of Los Angeles County and the limited voting systems market, however, make it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution will entail a significant development or customization process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP takes an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project is to implement a voting system through a transparent process that takes into account the needs and expectations of current and future Los Angeles County voters. The VSAP aims at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

### **Stay Connected**

More information regarding the VSAP Project is available to the public online at <https://vsap.lavote.net/>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Aaron Nevarez at [anevarez@rccc.lacounty.gov](mailto:anevarez@rccc.lacounty.gov) or (562) 462-2800.



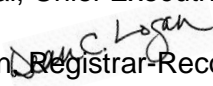
## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

July 15, 2020

TO: Supervisor Janice Hahn, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Hilda L. Solis  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

Sachi A. Hamai, Chief Executive Officer

FROM: Dean C. Logan,  Registrar-Recorder/County Clerk

### **VSAP Quarterly Report – 2<sup>nd</sup> Quarter, 2020**

The following is the second quarterly update of 2020, detailing project activities and accomplishments during the period of March 11, 2020 to June 10, 2020. This report is provided to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative. This report is prepared in response to a motion adopted by your Board on September 7, 2010.

This period follows the Department's full implementation of VSAP and focuses on items surrounding administration of the County's first election using the vote center model and the VSAP solution. Topics discussed herein include: 1) overview of the Department's Report Back on the March 3, 2020 Presidential Primary Election, 2) issuing a Vote By Mail (VBM) ballot to all voters for the November 3, 2020 Presidential General Election, 3) overview of elections held from April to June and steps taken to ensure a safe in-person voting experience, 4) community engagement highlights and related media coverage.

### **2020 Presidential Primary Election Report**

On March 10, 2020, your Board passed a motion directing the Department to investigate challenges that voters experienced during the March 3, 2020 Presidential Primary Election. Through an effort in collaboration with Gartner Consulting, the Department sought to identify and analyze the root causes for the issues cited in the motion, and to develop solutions and determine associated costs.

To provide a comprehensive response to the motion, twelve workgroups were established to tackle each of the items reference in the motion. In conducting the review and identifying corrective actions, the Department reviewed observations and consulted with the California Secretary of State for feedback and recommendations.

As part of the motion, your Board also directed the Chief Executive Officer (CEO) to hire an independent consultant to provide a third-party review and validation of the report. The CEO selected Slalom Consulting for this effort. While that firm's work is not a part of the report, the Department fully cooperated in this effort to ensure that the Slalom team had complete access to all staff, vendors and stakeholders. The Department provided Slalom with all requested documentation (including background information, logs and other data, reports and survey responses) to assist in validating and monitoring the Department's efforts.

The report submitted on April 27, 2020 to your Board is found [here](#).

### **Issuing VBM Ballots to All Voters**

An item contained within the March 10<sup>th</sup> motion directed the Department to develop an implementation plan, including a cost analysis, for providing VBM ballots to all voters for the November 3, 2020 Presidential General Election. Although this item was included within the motion that required the Report Back, given the nature of the request and the enormity of the task, a separate report was produced. This allowed the Department to provide your Board with a complete, distinct response on the issue. The separate VBM implementation plan is found [here](#).

Board action by motion on April 28<sup>th</sup> formally adopted VBM for all voters in LA County under the Voters Choice Act (VCA). Following the passage of your motion, California Governor Newsom issued Executive Order N-64-20 on May 8, 2020, directing California counties to ensure all voters receive a VBM ballot. This Executive Order is aligned with the motion passed by your board. The full text of the Executive Order is found [here](#).

A separate Governor's Executive Order was signed on June 3, 2020, which provides instructions and guidance to California counties regarding in-person voting locations and VBM drop-off boxes. The full text of this Executive Order is found [here](#).

### **Municipal and Special Elections**

Following the 2020 Presidential Primary Election, special elections were scheduled over three different dates: April 14, May 12 and June 2. These were a combination of municipal elections for cities that have yet to consolidate, a recall election and special elections. These elections were all administered under Executive Orders from Governor Newsom, requiring Counties to mail ballots to all voters and to provide limited in-person voting which follow public health recommendations for protecting voter and election worker health and safety.

As a result of election operations being dramatically impacted by the COVID-19 pandemic, the Department used these elections to gain experience conducting elections where (a) all voters receive a VBM ballot and (b) in-person vote centers offer services with social distancing and other necessary public health measures in place to ensure a safe voting experience. The experience gained from these smaller elections will prove invaluable for the implementation of the November Presidential General Election.

To ensure a safe in-person voting environment, the following steps were taken:

- Vote Center staff were supplied with and required to use surgical masks, gloves and hand sanitizer.
- Surgical masks and gloves were provided for voters who arrived and did not have proper PPE.
- Incorporated public health and social distancing guidelines into the vote center staff training prior to deployment.
- Stationed a portable handwashing unit at each location for use by both voter center staff and voters.
- Utilized disinfectant to regularly wipe down and sanitize Ballot Marking Devices (BMD) and other items, as well as implemented procedures to ensure that BMDs were sanitized after each use and once per hour throughout during hours of operation.
- Implemented procedures and designed vote center layout to ensure six-foot separation between vote center staff and members of the public, including at times when voters interact with staff such as the check-in process.
- Utilized signs and cones to instruct the public and maintain social distancing.

April 14: Arcadia City General Municipal and Lancaster City Municipal

The Department sent VBM ballots to all active voters and established in-person voting locations at:

- Santa Anita Mall, Arcadia
- Lancaster City Hall, Lancaster

The Department also established 2 VBM dropbox locations in Arcadia and Lancaster.

May 12: Congressional District 25 Special General

The Department sent VBM ballots to all active voters and established in-person voting locations at:

- Acton Community Club, Acton
- Castaic Regional Sports Complex, Castaic
- Lancaster National Soccer Center, Lancaster
- Stephen Sorenen County Park, Lake Los Angeles
- Livingstone Cathedral of Worship, Littlerock
- Palmdale Elks Lodge, Palmdale
- Pampered Pooch Pet Hotel, Palmdale
- Porter Ranch Towne Center, Porter Ranch
- College of the Canyons, Santa Clarita
- George A. Cavalho Santa Clarita Sports Complex, Santa Clarita

The Department also provided 22 VBM dropbox locations in the following communities: Acton, Agua Dulce, Canyon Country, Castaic, East Littlerock, Lake Los Angeles, Lancaster, Littlerock, Newhall, Palmdale, Pearblossom, Porter Ranch, Santa Clarita and Valencia.

June 2: El Rancho Unified School Special Recall and City of Commerce Special Municipal

The Department sent VBM ballots to all active voters and established in-person voting locations at:

- Rosewood Park, Commerce



- Pico Rivera Senior Center, Pico Rivera

The Department also established VBM dropbox locations in Commerce and Pico Rivera.

### **Post-Election Surveys**

To improve election operations and how the Department administers the upcoming Presidential General Election, surveys were sent to voters who participated in the Presidential Primary Election. Additionally, Loyola Marymount University (LMU) conducted exit polls throughout the County on Election Day. Details about the survey's findings, as well as results from (LMU) exit poll, can be found on page 57 of the Report Back provide to your Board. The report can be found [here](#).

### **VSAP Highlights and Activities**

- Dean Logan presented to the League of Women Voters Pasadena Area (LWVPA) on May 14, 2020 for their League Day Webinar. The presentation, "Voting in a Time of Pandemic", reflected on findings and what the Department learned Presidential Primary Election, and what to expect as we move towards the Presidential General Election.
- On May 21, 2020, Dean Logan joined the Future of California Elections (FOCE) forum called "Voting in LA County's November General Election: Preparing the Public."
- Monica Flores, VSAP Project Manager, presented to the City of Long Beach Elections Oversight Committee on May 26, 2020, where she presented findings from the review of VSAP Implementation for the Primary Election and discussed the next steps in preparing for the General Election.

### **VSAP Media Coverage**

#### **March Headlines**

**3/10/20**

[Coronavirus Concerns Hit RSA and a New Voting System Has a Glitchy Start](#)—Governing  
[County supervisors want answers](#)—AV Press

[‘The Public Has Lost Confidence.’ LA Supes Criticize Registrar Over Voting Problems](#)—Laist  
[Opinion: Here's what has to happen to prevent a repeat of long lines to vote](#)—Market Watch

[LA County to Bring in Independent Consultant Over Voting System Issues](#)—CBS

[Long lines, voting problems prompt an investigation, grilling of L.A.'s elections chief](#)—L.A. Times

[Supes discuss voting issues from Super Tuesday](#)—SCV Signal

[LA County greenlights probe into Election Day voting-system failures](#)—LA Daily News

[TV: Solving L.A. County's voting problems](#)—NBC 4

[TV: \(Spanish\) Investigation underway of new voting system issues](#)—Univision

**3/11/20**

[How Officials Are Trying to Fix LA County's Voting System—NBC 4](#)

[Better Late Than Never... but Not by Much—The Argonaut](#)

[The Denkmann Report: LA County's Top Election Official Apologizes for Primary Day Voting Systems Issues—KPCC](#)

[California and Texas voters faced hours-long lines on Super Tuesday—Brinkwire](#)

[Super Tuesday: Alex Padilla's Blame Game—Pasadena Now](#)

[RADIO: Supes pass motion requiring Registrar-Recorder Dean Logan to report back with solutions for November election—KPCC](#)

**3/12/20**

[RADIO: Pressure on Registrar-Recorder Dean Logan on why there were so many problems on Super Tuesday—KNX 1070](#)

[Some Favor New California Election Process—Wall street Journal](#)

[Iowa and LA primary voting blunders | Avast—Security Boulevard](#)

[Majority of Voters Reported Election Day Success LMU Survey Says—NBC 4](#)

[Always Advocating Alan – Are You Ready to Celebrate 'Wearing of the Green' on March 17? – Santa Clarita Gazette](#)

[Madison, Tornek Join Critics of County's Vote-Count Fiasco—Pasadena Now](#)

[California's Self-Inflicted Election Day Chaos—California Political Review](#)

**3/14/20**

[Bill proposes changes in response to long waits on Election Day—Easy Reader News](#)

**3/15/20**

[America has an election access problem – tech can't solve it—The Hill](#)

**3/16/20**

[LA Congressional Delegation to call for investigation of LA County vote center issues—Orange County Breeze](#)

[Election Integrity Project, California Projects that Los Angeles County Faces Significant Risks to the Reliability of its Elections if it Mails Ballots to Every Voter—PR Newswire](#)

[California Election Integrity in Jeopardy with Vote-by-Mail Ballots to Every Voter—California Globe](#)

**3/17/20**

[An Iowa-Style voting Disaster in Los Angeles—The American Prospect](#)

**3/30/20**

[Your column here – How Early Voting Undermines Democracy](#) – Santa Monica Daily Press

**April Headlines**

**4/9/20**

[Close vote count reveals flaw in LA County's pricey new system](#) – San Gabriel Valley Tribune/Long Beach Press Telegram

**4/10/20**

[What California Is Doing to Prepare for Elections During the Pandemic](#) – NY Times

[Long Beach organization says new voting system botched ballot recounts](#) – The Signal Tribune

**4/13/20**

[If CA Goes to All Mail-In Ballots, What Happens to Those High-Tech Voting Machines?](#) – Fox and Hound

**4/22/20**

[Here's why L.A. County plans in-person voting during coronavirus crisis while Riverside, Orange went all-mail](#) – LA Daily News

**May Headlines**

**5/2/20**

[Measure A reveals a new glitch in county's new voting system: Costly recounts](#) – Long Beach Post

**5/9/20**

[County adding vote center at Lancaster soccer facility](#) – Antelope Valley Press

**5/10/20**

[Trump calls 25th District election 'rigged' after new vote center opened](#) – The Signal

**5/12/20**

[UPDATE: Voters trickling into coronavirus-prepped voting sites in 25th Congress race](#) – LA Daily News

[LA County Registrar Responds to Trump Tweet on Lancaster Voting Center: "We're Unapologetic"](#) – Spectrum News 1

**PRESS RELEASES:**

- 6/5: [First Ballot Counting Update for the June 2 Special Elections](#)
- 6/2: [Semi-Final Results Announced for the June 2 Special Elections](#)
- 6/2: [First Ballot Count for June 2 Special Elections](#)
- 6/2: [Vote Centers to Remain Open for Voting During L.A. County's Extended Curfew](#)
- 6/2: [Safe In-Person Vote Centers Open for June 2 Special Elections](#)
- 5/18: [Official Registration Deadline for the June 2 Special Elections](#)
- 5/4: [Vote by Mail Ballots Mailed for the Special Elections](#)
- 6/1: [Certified Election Results for the Congressional District 25 Special General Election](#)
- 5/22: [Third Ballot Counting Update for the Congressional District 25 Special General Election](#)
- 5/19: [Second Ballot Counting Update for the Congressional District 25 Special General Election](#)
- 5/15: [First Ballot Counting Update for the Congressional District 25 Special General Election](#)
- 5/13: [Outstanding Ballots Left to be Processed for the Congressional District 25 Special General Election](#)
- 5/13: [Semi-Final Results Announced for the Congressional District 25 Special General Election](#)
- 5/12: [First Ballot Count for Congressional District 25 Special General Election](#)
- 5/12: [Safe In-Person Vote Centers Open for May 12 Congressional District 25 Special General Election](#)
- 5/8: [Lancaster Vote Center Available in Second Weekend of Voting](#)
- 4/27: [Official Registration Deadline for the May 12 Congressional District 25 Special General Election](#)
- 4/13: [Vote by Mail Ballots Mailed for the May 12 Congressional District 25 Special General Election](#)
- 4/27: [Certified Election Results for the April 14 Charter City Elections](#)



- 4/24: [Third Ballot Counting Update for the April 14 Charter City Elections](#) 
- 4/21: [Second Ballot Counting Update for the April 14 Charter City Elections](#) 
- 4/17: [First Ballot Counting Update for the April 14 Charter City Elections](#) 
- 4/14: [Semi-Final Results Announced for the April 14 Charter City Elections](#) 
- 3/30: [Official Registration Deadline for the April 14 Charter City Elections](#) 
- 3/16: [Sample Ballots and Vote by Mail Ballots Mailed for the April 14 Charter City Elections](#) 
- 3/27: [Certified Election Results for the March 3 Presidential Primary Election](#) 
- 3/24: [Eighth Ballot Counting Update for the March 3 Presidential Primary Election](#) 
- 3/20: [Seventh Ballot Counting Update for the March 3 Presidential Primary Election](#) 
- 3/18: [Certified Election Results for the March 3 Congressional District 25 Special Primary Election](#) 
- 3/17: [Sixth Ballot Counting Update for the March 3 Presidential Primary Election](#) 
- 3/13: [Fifth Ballot Counting Update for the March 3 Presidential Primary Election](#) 

## Newsletter

Attached to this report is the latest issue of the quarterly newsletter, which is produced to keep the VSAP Advisory Committee, VSAP Technical Advisory Committee and the public informed on activities and developments in the project.

## About the VSAP

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP).

While the County's InkaVote Plus voting system served the voters of Los Angeles County with accuracy and integrity, the design of these systems and the age of their technology did not offer the technical and functional elasticity necessary to continue to accommodate the County's growing and increasingly diverse electorate.

The size and diversity of Los Angeles County and the limited voting systems market, however, made it almost impossible to reasonably consider a commercial off-the-shelf voting system solution. Any voting system solution would entail a significant development or customization

process in order to satisfy the County's needs, General Voting System Principles and technical requirements.

In response to these needs and challenges, VSAP took an unprecedented and comprehensive approach at modernizing the County's voting system. The vision of the project was to implement a voting system through a transparent process that took into account the needs and expectations of current and future Los Angeles County voters. The VSAP aimed at achieving three goals in this process: 1) give current and future Los Angeles County voters an unprecedented opportunity to participate in the assessment and development process; 2) increase voter confidence in the electoral process through the participatory structure of the project and; 3) synthesize public input and research to acquire or develop a new voting system for the County.

### **Stay Connected**

More information regarding the VSAP Program is available to the public online at <https://vsap.lavote.net/>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly at [dlogan@rrcc.lacounty.gov](mailto:dlogan@rrcc.lacounty.gov) or office: (562) 462-2716 or your staff may contact Monica Flores at [mflores@rrcc.lacounty.gov](mailto:mflores@rrcc.lacounty.gov) or office: (562) 462-2697.

DCL:mf

c: Chief Executive Office  
Executive Office, Board of Supervisors  
Board Deputies  
Chief Information Office



**ISSUE 20**

**JUNE 2020**

# VOTING SOLUTIONS FOR ALL PEOPLE

## Quarterly Newsletter

### IN THIS ISSUE

Message from Dean

Spotlight Story

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Getting Ready  
for November

Stay Connected

### THE LATEST

All registered voters in L.A. County will be mailed a Vote by Mail for the November 3, 2020 General Election.

On April 28, 2020 the L.A. County Board of Supervisors passed a motion calling for our office to mail a Vote by Mail ballot to every registered voter in the November General Election due to COVID-19 while continuing to provide safe and secure in-person voting options.



### CONTACT US

[VSAP.lavote.net](https://vsap.lavote.net)  
[vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov)



## **MESSAGE** *from Dean*

It is my priority and the priority of our office, Registrar-Recorder/County Clerk (RR/CC), to provide a safe and secure voting experience for all L.A. County voters. Our community and the world are living through a pandemic that no one could have planned for or predicted. While 2020 has brought many challenges, the RR/CC is committed to ensuring all eligible voters in L.A. County will be able to make their voice heard in the November General Election without compromising their health and safety.

On April 28 the L.A. County Board of Supervisors passed a motion calling for the RR/CC to mail every registered voter a mail-in ballot, and to devise a plan that will provide voters a safe in-person voting experience. Our office is working steadfast to address deficiencies and ensure voting is not only safe and accessible during the pandemic, but to improve on the experience from the March Primary Election.

Since March, the RR/CC has worked collaboratively with the VSAP integration partners, State and Local officials, third-party consultants and community-based organizations to enhance the voting experience, and to expand our community resources to improve public outreach and education and election logistics.

This office will rely on and call upon your partnership and collaboration now more than ever.

Sincerely,

DEAN C. LOGAN  
Registrar-Recorder/County Clerk  
Los Angeles County





# VSAP SPOTLIGHT STORY

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## Voting During a Pandemic



Immediately off the heels of a complex March Primary Election the L.A. County Registrar-Recorder/County Clerk (RR/CC) was required to turn its focus to a highly anticipated special vacancy election in the 25th Congressional District – during a global pandemic.

The priority of the RR/CC is to always provide voters of L.A. County with a safe and accessible method to participate in all elections. In alignment with the Governor's Executive Order, the RR/CC mailed all registered voters a ballot. Additionally, the

RR/CC was required to provide a safe in-person voting experience in compliance with all public health and safety guidelines relating to COVID-19.

Within a six-week timeline the RR/CC pivoted its internal operations and expanded the Vote Center recruitment model so our office could adequately and safely provide voters with the option to vote in-person.

With a great deal of community collaboration and a lot of hard work the RR/CC was able to recruit 10 locations to



## VSAP SPOTLIGHT STORY (CONT.)

act as Vote Centers during an 11-day voting period with seven available on Election Day. In addition, 22 Vote by mail Drop Boxes were available to voters 24-hours a day for 30 consecutive days.

The Vote Centers established in the May Congressional District 25 Special Vacancy Election were vastly different than in March. Every Vote Center was stationed and set up outdoors in a large open lot. Voters and Election Workers alike had to follow State and County guidelines such as social distancing and wearing of facial coverings and gloves.



Election Workers were specifically trained with new processes and procedures to ensure the voting equipment was kept clean. For example, voters were requested to check in using a pen stylus and after the use of that stylus it was wiped down before the next voter checked in. Similarly, after each voter used the Ballot Marking Device to mark their ballot the Election Workers wiped down and disinfected the device prior to the next use.

Ultimately, the “new normal” of in-person voting served over 4,600 voters, with most eligible voters participating in this election by mailing in their ballot. Whether voters who selected the in-person option out of necessity or desire, it was critical to establish a model of voting that gained trust from our Election Workers and voters alike.

This “new normal” of in-person voting will continue to be measured and adjusted to ensure voters in November have an optimal voting experience – that does not compromise their health.

# MARCH BOARD REPORT

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During the Presidential Primary Election in March, Los Angeles County introduced a new voting model that served nearly 1 million voters at more than 970 vote centers throughout the County.

Post-election surveys and voter exit polls indicate that most voters (70%) had a positive experience, while 20% reported a negative experience. Overall 15% percent of voters reported waiting more than 2 hours to vote. The Registrar-Recorder/County Clerk (RR/CC) acknowledges capacity and technology issues that resulted in long waits and great frustration for many voters.

At the direction of the Board of Supervisors, the RR/CC, with a team of experts, examined the issues and analyzed the causes behind those issues, which relate primarily to technology, training and capacity issues.

As a result, RR/CC already has embarked on an ambitious action plan to improve training and procedures and to refining its systems

to ensure a better experience for ALL voters in future elections.

Los Angeles County introduced new Ballot Marking Devices (BMDs) in the March 2020 Presidential Primary Election. Generally, voters reported that their experience with the BMDs was positive. The BMDs are new and, as with anything new, it will take some time for voters to become accustomed to using them, including features that ensure ballot security and voter privacy.

RR/CC looked carefully into the root causes of the issues experienced by voters, and a thorough document with mitigations and solutions was reported to the Board of Supervisors in April. In addition to the Board Report, a third-party consultant was brought on to assess and validate our findings, and to provide additional remediation and recommendations. The March Board Report and summary of the third-party assessment can be found on [LAVote.net](https://www.lavote.net) under the Newsroom category.



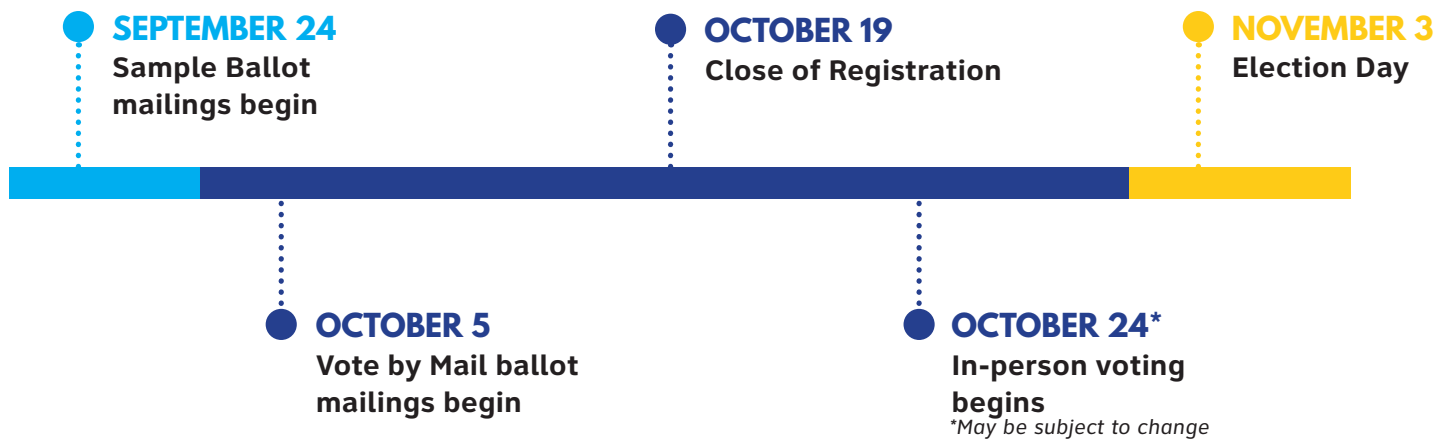
# GETTING READY FOR NOVEMBER

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## The facts and key points for the November 3 General Election:

- On April 28, 2020 the L.A. County Board of Supervisors passed a motion to mail every registered voter a Vote by Mail ballot due to the COVID-19 pandemic.
- In addition to mailing a Vote by Mail ballot, our office will provide a safe voting option for those who need or prefer to vote in-person at a Vote Center. The number of days and the number of Vote Centers is still being analyzed and determined in collaboration with State officials.

### ■ November Election Timeline:



### ■ Critical points to message:

- Eligible voters must be registered to vote by the October 19 deadline or they will not be mailed a Vote by Mail ballot.
- Currently registered voters are encouraged to check their registration information and residence address to confirm everything is up-to-date
- Due to COVID-19, voters will be encouraged to participate in this election by mailing their mail-in ballot
- Voters can request to have their ballot in one of 12 multilingual languages – they can request the language by re-registering online or calling our office 1-800-815-2666, option 3
- Conditional Voter Registration (same-day registration) will be available at ALL Vote Centers. Any eligible voter who misses the election's registration deadline can still safely vote in-person.



# STAY CONNECTED

## HAVE YOU VISITED OUR WEBSITE?

Get the latest updates and project developments at [VSAP.lavote.net](https://vsap.lavote.net)



You can learn more about the project through our videos, research reports, media coverage and team member blog post.

## INTERESTED IN SHARING YOUR THOUGHTS ON THE PROJECT?

Submit at [vsap@rrcc.lacounty.gov](mailto:vsap@rrcc.lacounty.gov) to be featured on our blog.

### FOLLOW US ON SOCIAL MEDIA



@lacountyrrcc

FOR MORE MEDIA COVERAGE, VISIT  
[VSAP.LAVOTE.NET/NEWSROOM](https://vsap.lavote.net/newsroom)





VOTING SOLUTIONS  
FOR ALL PEOPLE

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[VSAP.lavote.net](http://VSAP.lavote.net)



## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN

Registrar-Recorder/County Clerk

December 10, 2020

TO: Supervisor Hilda L. Solis, Chair  
Supervisor Holly J. Mitchell  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Fesia Davenport, Acting Chief Executive Officer

FROM: Dean C. Logan,  Registrar-Recorder/County Clerk

### VSAP Quarterly Report – 4<sup>th</sup> Quarter, 2020

The following is the fourth quarterly update of 2020. This update is intended to provide a brief overview to inform your Board and the public on the progress of the Voting Solutions for All People (VSAP) initiative, including, most recently, activities connected to the November 3, 2020 General Election. A more in-depth VSAP Final Report, highlighting phases four and five, will be provided during the first quarter of 2021. Please note, this report is prepared in response to a motion adopted by your Board on September 7, 2010.

### New for the November 3, 2020 General Election

The Department introduced several new and updated features for the November 3, 2020 Presidential General Election. The features were prompted by updates to the vote center model, first implemented during the March 3, 2020 Presidential Primary Election, and to comply with Motions by your Board, as well as state and county public health guidelines, Executive Orders issued by Governor Gavin Newsom and newly adopted legislation. The updates and changes offered voters various options to cast their ballot. More than 4.3 million LA County voters cast a ballot in the November 3, 2020 General Election, which amounted to almost 76% turnout among registered voters. While not a record in terms of turnout percentage, the total number of ballots cast in the election exceeded any prior election in the County.

- Vote by mail (VBM) ballots: All active voters (approximately 5.7 million) were sent a VBM ballot for the November 3, 2020 Presidential General Election. Three options were available for returning a vote by mail ballot: (a) via USPS, postage paid; (b) at any VBM Drop Box; or (c) at any vote center.
- VBM Drop Box: Due to the increase use of VBM ballots and to allow voters options for a safe and secure method of voting, the Department nearly doubled the number of VBM Drop Boxes through installing a total of 402 throughout the County. Many of the VBM Drop Boxes

offered 24-hour access for voters to safely return their ballot at any time. A list of the nearest VBM Drop Boxes to their registered address was provided in each voter's VBM packet.

- In-person vote centers: The Department established 791 vote centers. A total of 130 were open for 11 days, beginning on October 24<sup>th</sup>. For the November 3, 2020 Presidential General Election, the Department expanded the early voting period by an additional day for the bulk of the County's vote centers. This resulted in 661 vote centers opening for 5 days, beginning on October 30<sup>th</sup>. (The majority of vote centers in the March 3, 2020 Presidential Primary Election were open for 4 days.) Each voter received a postcard that listed the three nearest vote centers to the voter's registered address and a booklet listing all vote centers in the County was mailed every postal patron in the County.

The Department partnered with numerous high-profile and recognizable LA County landmarks as vote centers. These venues created excitement and offered voters familiar locations, including Dodger Stadium, STAPLES Center, the Forum in Inglewood, Hollywood Park at SoFi Stadium, Lancaster JetHawks Stadium, Banc of California Stadium, Hollywood Bowl, Santa Anita Racetrack, Pantages Theater, the Wiltern, Barker Hangar, Union Station and others.

- Public health guidelines at vote centers: All vote centers enforced social distancing and followed public health guidelines. Election workers were required to wear masks and gloves, and all voters entering were required to wear a face covering. Masks were offered to any voters who did not have a face covering. Personal protective equipment (PPE) was supplied to vote centers, including hand sanitizer and gloves, and made available to all voters. Each Ballot Marking Device (BMD) and electronic pollbook (ePollbook) was disinfected after each use.

In compliance with State and local Public Health guidelines, voters who arrived at a vote center and refused to wear a face covering were not turned away. Instead, they were directed to their vehicle and were assisted by an Election Worker through the curbside voting process.

- Wait-Time Tracker: To keep the public better informed, the Department implemented a new wait-time tracker that was available on our online vote center look-up tool at [www.LAvote.net](http://www.LAvote.net). The tracker informed the public of the approximate time for check-in and to receive a ballot. This new feature provided more information to voters who were deciding which vote center to visit for in-person voting.
- Improved check-in process: To expedite the vote center check-in process, the Department implemented a new Quick Check-In Code. At check-in, voters were encouraged to provide this code for the ePollbook to scan and quickly find voters' information. Voters were provided their Quick Check-In Code on their Sample Ballot and on the postcard that informed voters of their nearest vote centers.
- Mobile and Flex Vote Center Program: The Mobile Vote Center program was expanded beyond the original used during the March 3, 2020 Presidential Primary Election. A total of 100 locations were established. However, unlike the Presidential Primary Election, for the General Election, the Department utilized this service to primarily target hospital workers, medical staff, first responders and voters experiencing homelessness. The Flex Vote Center Program was also expanded for the General Election and was prioritized in



locations with large senior populations and voters with disabilities, or in communities with geographically isolated populations.

### **About the VSAP**

Launched in September 2009, the Voting Systems Assessment Project was developed by the Department in response to the growing voting system needs. The project has transitioned from a research and design project to a system implementation program and as such, is now known as the Voting Solutions for All People (VSAP).

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More information regarding the VSAP Program is available to the public online at <https://vsap.lavote.net/>. The pages on our website are frequently updated with news and information and are a great way to stay connected with the progress of the project between quarterly reports. We strongly encourage public input throughout the process and look forward to continuing to work with your Board on this critical project.

If you have any questions, please contact me directly or your staff may contact Monica Flores at [mflores@rrcc.lacounty.gov](mailto:mflores@rrcc.lacounty.gov) (562) 462-2697.

DCL:mf

c: Chief Executive Office  
Executive Office, Board of Supervisors  
Board Deputies  
Chief Information Office



## Los Angeles County Registrar-Recorder/County Clerk

DEAN C. LOGAN  
Registrar-Recorder/County Clerk

April 9, 2021

TO: Supervisor Hilda L. Solis, Chair  
Supervisor Holly J. Mitchell  
Supervisor Sheila Kuehl  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

Fesia Davenport, Chief Executive Officer

FROM: Dean C. Logan,  Registrar-Recorder/County Clerk

### **FINAL VOTING SOLUTIONS FOR ALL PEOPLE (VSAP) REPORT**

I am pleased to share with you the Department's Final Voting Solutions for All People (VSAP) Report in response to the Board's motion of September 7, 2010 (Item 33-C). This report marks the completion of the VSAP's Incremental Project Plan and the closing of this reporting requirement.

The Final VSAP Report provides an overview of Phases IV and V, which cover activities associated with manufacturing, certification, and implementation. For this final report, we reached out to members of the VSAP Advisory Committee and VSAP Technical Advisory Committee for quotes, which you will find highlighted throughout the document. The quotes validate the great effort and give us a glimpse of how community partners and industry experts perceive the effort.

While this marks the end of the formal VSAP reporting, we will keep your Board informed of future developments and enhancements. I hope you find this report valuable.

Please feel free to contact me if you have any questions, at (562) 462-2716 or email [dlogan@rrcc.lacounty.gov](mailto:dlogan@rrcc.lacounty.gov)

DCL:mf

c: Executive Office, Board of Supervisors  
Board Deputies  
Chief Information Office

Attachment



# **VOTING SOLUTIONS FOR ALL PEOPLE**

## FINAL REPORT



LAVote.net

LOS ANGELES COUNTY  
Registrar-Recorder/County Clerk

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# Introduction

Over a decade ago, the County of Los Angeles (County) embarked on unprecedented effort to design, engineer, manufacture and implement the first publicly owned voting solution. Since then, not only has the County reimaged the voting experience for the nation's largest local voting jurisdiction, but it has transformed the voting systems' market, established a new model for the acquisition of voting systems, and set a new standard for voting system design that prioritizes usability, security and accessibility.

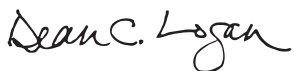
The journey wasn't always smooth, as the County traveled uncharted territory. There was no model to follow, regulations and policies weren't conducive to the effort, and funding wasn't readily available. To top it off, during the final implementation effort, the COVID-19 Pandemic arrived and brought new unforeseen challenges. Despite these challenges, the County successfully implemented the Voting Solutions for All People (VSAP) voting experience, including new technologies, processes, and programs making voting more convenient and accessible for all its voters. The feat wasn't easy, and required collaboration with other County departments, State and federal agencies, a team of vendors, community organizations and, most importantly, the Los Angeles County community.

Throughout the project, the County relied on the VSAP Advisory Committee and the VSAP Technical Advisory Committee consisting of community leaders, academics, election administrators and technical experts to assist in adhering to the VSAP Guiding Principles<sup>1</sup> that were established in earlier phases of the VSAP project to ensure the new voting experience met the needs of County voters. As the VSAP project grew in complexity, the County established partnerships with vendors that were essential to system design, engineering, manufacturing, certification and implementation. Additionally, the County continuously engaged the public through community meetings, townhalls, presentations, public hearings, and a mock election.

The collaborative efforts led to the design and manufacturing of a voting solution that consists of a Ballot Marking Device Manager (BMG), Ballot Marking Devices (BMD), an Interactive Sample Ballot (ISB), Electronic Pollbooks (ePollbook), and a Tally System (Tally) supporting in-person and Vote by Mail (VBM) options with a paper, voter-marked and auditable ballot. After undergoing rigorous testing and obtaining State certification, the solution was implemented in time for the 2020 Presidential Elections. This voting solution was an entirely new voting experience that incorporated Vote Centers, an extended 10-day early voting period, and an expanded VBM program. These elements were incorporated with the adoption of the California Voter's Choice Act<sup>2</sup> (VCA) by the Los Angeles County Board of Supervisors (Board).

The VSAP program was transformative not just for County voters but will continue to be a model for voting system development throughout the country. The County can take great pride in its level of effort and commitment to making the VSAP solution as accessible, usable and secure for its voters as possible.

Sincerely,



Dean C. Logan

Registrar-Recorder/County Clerk

County of Los Angeles

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1. <https://vsap.lavote.net/principles/>

2. [https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill\\_id=201520160SB450](https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201520160SB450)

# Background

In 2009, Los Angeles County's Registrar-Recorder/County Clerk (RR/CC) launched the Voting Systems Assessment Project (later rebranded as Voting Solutions for All People or VSAP) to modernize the County's aging voting system and create a voting experience that met the needs of its growing multicultural electorate. The InkaVote Plus system, formally used by the County had reached the end of its life cycle. Many of the system's components relied on technology and hardware from the 1960s that were no longer supported, and lacked the flexibility to adapt to new regulations and an increasingly diverse electorate. After exploring the voting systems market, it was evident that no system manufacturer or vendor had a solution that met the needs of a county as large and complex as Los Angeles. With almost six million registered voters, the County took a groundbreaking approach to modernize its voting system to meet the needs of its community. The RR/CC embarked on the decade-long VSAP project that took a public, collaborative, and human-centered approach placing the needs of voters at the forefront of the effort.

## VSAP Incremental Project Plan

To accomplish the hefty program goals, the RR/CC developed a comprehensive, multi-phased approach. The phases allowed the RR/CC to focus on the stages of product development, track milestones, and emphasized the significant efforts towards its voting system modernization.

- **Phase I: Public Opinion Baseline Research**  
(September 2009 – July 2010)<sup>3</sup>
- **Phase II: Process Assessment**  
(January 2011 – December 2011)
- **Phase III: System Design and Engineering**  
(January 2012 – September 2016)<sup>4</sup>
- **Phase IV: System Engineering and Manufacturing, and Certification**  
(October 2016 – December 2019)
- **Phase V: Implementation**  
(September 2019 – December 2020)

This report provides an overview of the final two phases of the VSAP program. The goals of Phase IV, the Engineering, Manufacturing and Certification Phase, were to develop technical specifications, build a high fidelity prototype, test the system, obtain State certification and commence mass manufacturing. Phase V focused on Countywide system implementation, including fine-tuning between a Presidential Primary and a Presidential General Election.

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3. [https://vsap.lavote.net/wp-content/uploads/2016/06/07092010\\_phase\\_i\\_project\\_report.pdf](https://vsap.lavote.net/wp-content/uploads/2016/06/07092010_phase_i_project_report.pdf)

4. <https://vsap.lavote.net/wp-content/uploads/2017/08/VSAP-Phase-III-Report.pdf>

# *Phase IV:*

# Manufacturing & Certification

## Establishing the Organizational Infrastructure

To manage a program of VSAP's size and scope, the RR/CC established a formal organizational program that spanned across the Department in a matrix structure. The mission of the VSAP Program structure was to *"Build and sustain a dynamic and effective VSAP program through best practices in project management and communication, organizational change management, and stakeholder engagement."* The program structure included an Executive Steering Committee, a Program Management Office, Group Managers, and Program/Workstream Leads.

The Executive Steering Committee was responsible for providing vision and making strategic and programmatic decisions.

The Program Management Office was responsible for managing the program budget, scope, and schedule including:

- Monitoring risks, issues, assumptions and dependencies
- Providing guidance to Group Managers and Project/Workstream Leads
- Ensuring that project/workstream teams had the appropriate tools and resources
- Ensuring that the Executive Steering Committee had visibility into the overall program performance

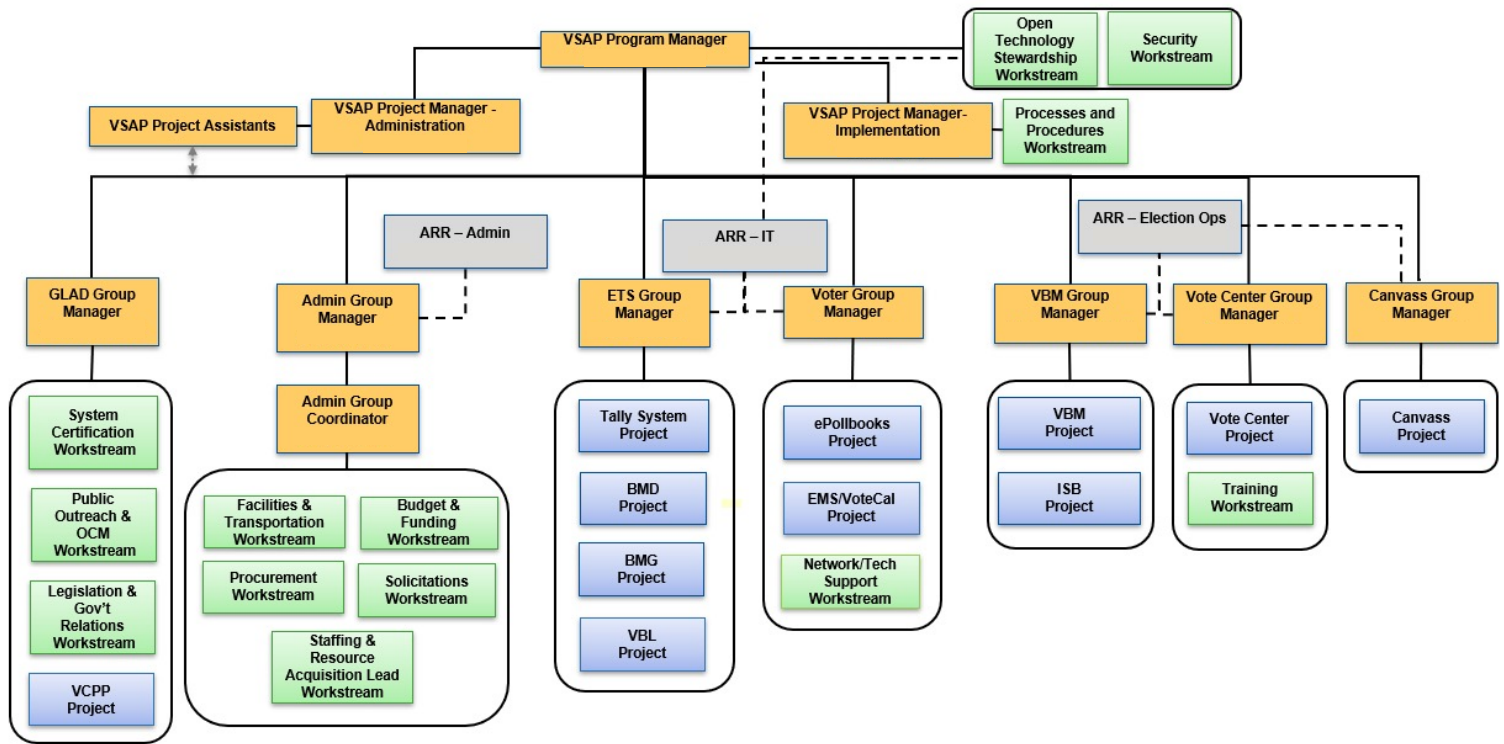
Group Managers were responsible for managing their respective group of projects/workstreams including:

- Coordinating the collaboration between their projects/workstreams
- Following up on action items, deadlines and deliverables
- Compiling and preparing project/workstream status reports for incorporation into Program Status Reports

Project/Workstream Leads were responsible for managing the day-to-day operations of the program including:

- Monitoring and tracking vendor deliverables
- Compiling and preparing Program Status Reports
- Carrying out the direction set by the Program Management Office and Executive Steering Committee

## VSAP Program Management and Reporting Structure





# VSAP Advisory Committees

In addition to establishing the VSAP Program Structure, the RR/CC revisited its advisory committees to ensure that membership was aligned with the goals for the final two phases of the program. These committees were expanded and continued to meet throughout the engineering, manufacturing, certification and implementation of the system.

## **VSAP Advisory Committee**

In 2011, the RR/CC established the VSAP Advisory Committee to provide a platform for continued voter engagement and to help ensure that the needs of voters remained at the forefront of system development and implementation. The Advisory Committee was composed of a group of stakeholders and community leaders. Membership was comprised of individuals representing critical constituency groups and communities of interest, including voters with disabilities, language minority groups and ethnic minorities. Other stakeholders represented included municipal election officials, political parties, and academic institutions/organizations. As the RR/CC prepared for system implementation, it determined that the inclusion of local election officials would be important. As such, the VSAP Advisory Committee was expanded to include city clerks from across the County.

## **VSAP Technical Advisory Committee**

Established in 2013, the Technical Advisory Committee included recognized experts in voting technology, security, and accessibility. Their membership was also comprised of members of the public with significant experience in voting systems. The purpose of the VSAP Technical Advisory Committee was to evaluate the concepts developed by contracted design firms and to provide guidance on the technical specifications for these designs. The Committee convened throughout the design, prototyping, and testing stages of the VSAP Project. This Committee was expanded to support system implementation by including experts in geospatial data to provide guidance on the placement of Vote Centers.

# Establishing A Team of Vendor Partners

After finalizing the VSAP voting system design in Phase III of the program, the RR/CC needed to expand its team of partners to include vendors in the private sector that would build the County's new voting system. The RR/CC utilized competitive processes to identify and engage with experts in the field that could engineer, manufacture and integrate the various components. The outcome was a team of experts in Information Technology (IT) project consultation, design stewardship, software development, hardware manufacturing, and geospatial analysis.

## IDEO

### IDEO

IDEO is a nationally recognized leader in human-centered design. Engaged in earlier phases of the project to design the Ballot Marking Device and provide guidance to other voter experience elements, IDEO remained on board to serve as a design steward and ensure that the final manufactured system remained aligned with the specifications of the design produced in previous program phases.

## Gartner

### Gartner

On October 24, 2016, the RR/CC awarded a contract to Gartner to provide project management support and guidance on the solicitation for a systems integrator and manufacturer. Gartner is a leading research and advisory company with significant expertise in IT project implementation, business processes and program management. Gartner assisted in the development of a sourcing strategy for the new system including conducting a market scan, supporting the development of the solicitation strategy and documents, and facilitating the bid evaluation process. Additionally, Gartner conducted assessments of the RR/CC on its readiness for implementation and to help identify risks.



### Smartmatic USA

Smartmatic USA (Smartmatic) is a voting system vendor that offers election technology and services focused on security, accessibility and usability to governments around the world. Smartmatic was engaged through an extensive, multi-phase, open solicitation process. On April 24, 2017, the RR/CC issued a Request for information (RFI)<sup>5</sup> to identify vendors interested in engaging with the County to bring the VSAP voting experience to fruition. The RFI received a total of 13 responses. Subsequently, the RR/CC released a Request for Proposals (RFP) that was split into two phases. The first phase focused on qualifying vendors and the second in selecting a vendor from those qualified in Phase 1. The RFP for Phase 1<sup>6</sup> was released on December 18, 2017 and the three vendors who submitted responses and were qualified in that phase were invited to submit bids in Phase 2<sup>7</sup>, which was opened on January 2, 2018. Two proposals were received, resulting in the selection of Smartmatic after a rigorous and competitive evaluation process. On June 12, 2018, the County took a big step towards implementing its vision when the contract was awarded to Smartmatic to lead the development, manufacturing, integration and implementation of the County's new system by 2020.

5. <https://vsap.lavote.net/wp-content/uploads/2017/07/RFI-ISD.pdf>

6. <https://vsap.lavote.net/wp-content/uploads/2017/09/VSAP-RFP-Phase-1-vFINAL-with-Attachment-A-09-18-2017.pdf>

7. [https://vsap.lavote.net/wp-content/uploads/2018/01/RFP\\_PHASE\\_2.pdf](https://vsap.lavote.net/wp-content/uploads/2018/01/RFP_PHASE_2.pdf)



### **Digital Foundry, Inc**

Utilizing a competitive bidding process through the County's Enterprise Services Master Agreement (ESMA), the RR/CC engaged with Digital Foundry, Inc (Digital Foundry) on August 28, 2017. Digital Foundry is a respected leader in digital consulting, strategy, development, engineering and support. Digital Foundry's focus was on the VSAP Tally System including architecting, prototyping, developing, and testing of the solution.



### **AT&T**

In March 2019, the RR/CC partnered with AT&T to provide network and security assessments and consultation. AT&T is one of the nation's leading telecommunications, media, and technology experts. Their involvement included the power and network assessments of Vote Centers, security assessments of the entire election's infrastructure, the monitoring of network security and providing other technical support.



### **KnowInk**

The RR/CC released a competitive bid on December 13, 2018 for the acquisition of commercial off-the-shelf (COTS) ePollbooks that could be customized to fit the County's needs. The solicitation resulted in the purchase of KnowInk's PollPad on March 3, 2019. KnowInk is an experienced company led by former election officials that understand the needs and pressures Los Angeles County faced.



### **PlaceWorks, Inc**

PlaceWorks, Inc (PlaceWorks) is an organization specializing in comprehensive space planning. They provide consulting services assisting their clients to place resources considering geographic, environmental, functional and cultural elements. Brought on board on December 7, 2018 through a partnership with the County's Department of Parks and Recreation, PlaceWorks supported the County's Vote Center Placement Project (VCP) which sought to utilize geospatial data and community engagement to identify the best placement of Vote Centers.

# Building the VSAP Solution

The RR/CC invested many years into developing a voting solution that would meet the needs of its current and future voters; a system that was usable, accessible, secure and aligned with the modern expectations of voters. It was imperative to build this system with the same level of integrity, commitment and rigor that was applied in previous phases to ensure that the final experience properly executed on the promises of the design.

The VSAP Solution<sup>8</sup> consists of various critical components including:

- Ballot Marking Device Manager (BMG) and Ballot Marking Device (BMD)
- Interactive Sample Ballot (ISB) and Remote Accessible Vote by Mail (RAVBM)
- Electronic Pollbooks (ePollbooks)
- Tally System (Tally)
- Ballot Layout (VBL)

## Ballot Marking Device and Ballot Marking Device Manager

The Ballot Marking Device (BMD) is central to the VSAP voting solution. It allows voters to see, mark and cast their ballot in an accessible, customizable manner. It provides for voter privacy and maintains the integrity of the ballot. Utilizing a touchscreen interface to allow for usability and accessibility along with a paper ballot to maintain security and integrity, the BMD is a groundbreaking, state of the art voting system unlike others seen before.

The County partnered with IDEO in earlier phases of the program for the design of the BMD. IDEO remained on board to review and provide input on the engineering and manufacturing of the BMD that was to be executed by Smartmatic. Along with the BMD, Smartmatic developed the BMD Manager (BMG) to manage the BMD software including loading devices, updating software, and conducting software diagnostics.

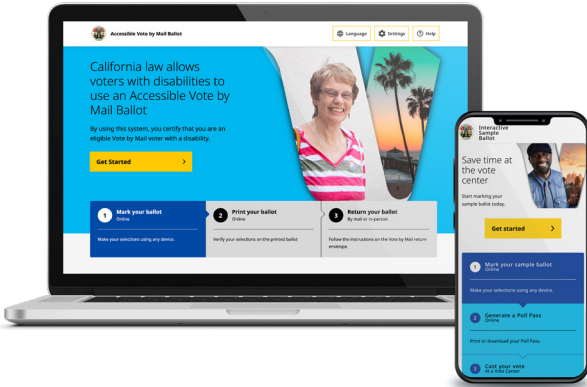


8. <https://vsap.lavote.net/wp-content/uploads/2017/08/VSAP-Phase-III-Report.pdf>



## Interactive Sample Ballot and Remote Accessible Vote by Mail

The Interactive Sample Ballot (ISB) is an online tool that voters can use to access, mark and save their sample ballot. It is an innovative tool that allows voters the option of interacting with the voting experience using their own technology in a manner that expedites and streamlines their voting process. The ISB also serves as the main interface for the Remote Accessible Vote by Mail (RAVBM) tool. This tool allows voters with disabilities to independently and privately vote a VBM ballot. The software for the ISB and RAVBM solutions were developed as a component of the Smartmatic engagement.



## Electronic Pollbooks

The RR/CC purchased KnowInk Pollpads to serve as the County's ePollbooks. While the Pollpad was a COTS solution, customization was required if it was to meet the County's unique needs. The RR/CC worked collaboratively with KnowInk to customize the ePollbooks to meet State certification requirements for serving voters at Vote Centers, and to integrate with the end-to-end VSAP solution.



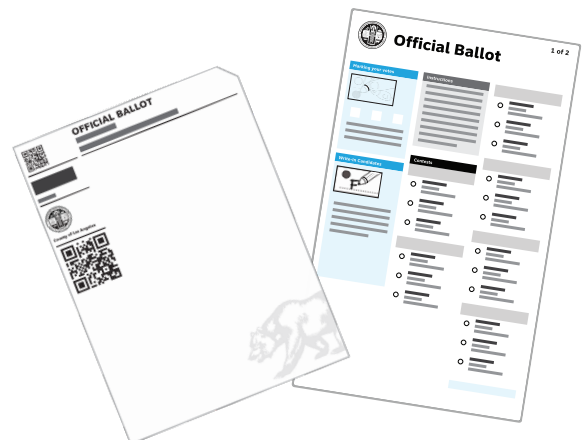
## Tally System

The VSAP Tally System (Tally) consists of high-speed IBML scanners and customized tabulation software. The system is capable of scanning, tabulating and producing results for the County's BMD and VBM ballots. While the County was able to procure the IBML scanners as a COTS purchase with minor customization, the tabulation software was developed in partnership with Digital Foundry.



## Ballot Layout

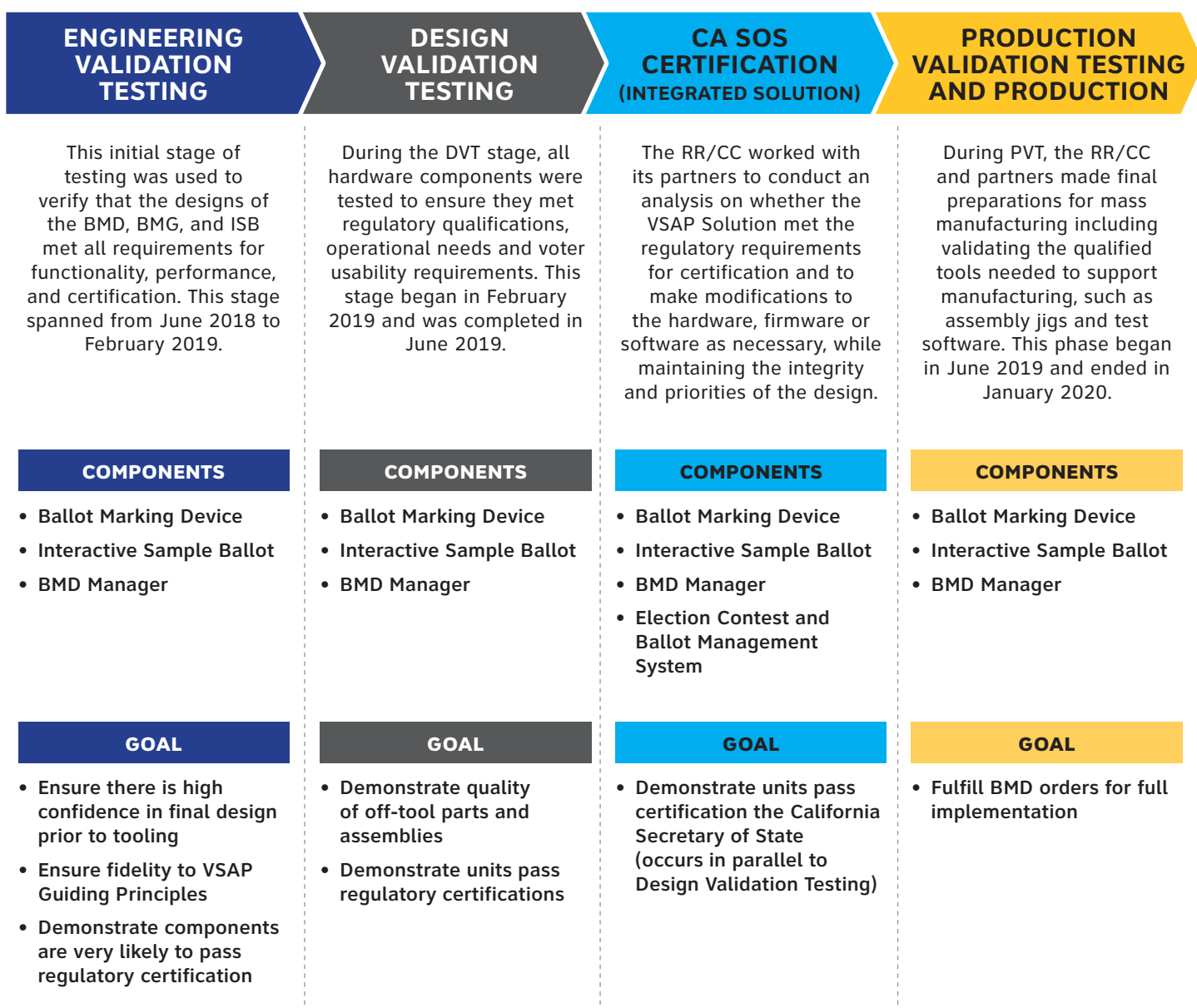
The VSAP Ballot Layout (VBL) application lays out the ballot formats for VBM and BMD ballots and generates the files necessary to process the ballots and to integrate the various VSAP components as an end-to-end solution.



# Development and Testing Process

The RR/CC, with its team of partners, used an iterative process for the manufacturing, testing, and integration of the end-to-end VSAP solution. Through this process, the County and vendors produced secure software and hardware for the new voting solution. Each vendor was responsible for different components of the voting system while also being required to work together to ensure the entire system was integrated. This approach not only allowed for but demanded extensive testing both at the component and enterprise level. The testing regimen included integration testing, stress testing, and performance testing.

The manufacturing process was categorized into three distinct iterative phases. These phases were Engineering Validation Testing (EVT), Design Validation Testing (DVT), Certification Analysis, and Product Validation Testing (PVT).



# Vote Center Placement Project

The amazing qualities of the new easy-to-use, accessible voting solution would have lost their value if the BMDs were placed in locations that were inconvenient or inaccessible to the County's voters. To maintain accessibility of the full voting experience, Vote Centers (where these devices would be used by voters) would have to be placed in locations that were recognizable, convenient, accessible, and safe for voters. The RR/CC established the Vote Center Placement Project (VCPP) in collaboration with PlaceWorks to utilize a robust, collaborative, data-driven process that engaged voters and other stakeholders to equitably distribute Vote Centers and VBM Drop Boxes throughout the County. This was a challenging task as the County includes 88 incorporated cities, spans over 4,100 square miles, and has close to 6 million voters.

## GIS Data

Using Geographic Information Systems (GIS), the RR/CC analyzed geographic data to identify possible Vote Center locations. Using demand analysis methodology, the County was divided into community-based regional focus areas. This approach allowed the RR/CC to account for equitable representation in the placement of Vote Centers taking into account conditions and barriers that may influence access to these locations. These conditions and barriers include registered voter populations, access to parking, compliance to Americans with Disabilities Act (ADA), proximity to public transportation, perception of safety, and various other elements. While some of these considerations were prescribed in the California Voter's Choice Act (VCA), the RR/CC included additional criteria to ensure the hardest to reach communities were accounted for in this effort.

## Site Suitability Tool

To review and recommend Vote Centers based on the requirements and guidelines, the RR/CC in partnership with PlaceWorks, developed the Vote Center Site Suitability Tool. This tool allowed researchers to analyze the initial pool of possible Vote Centers and recommend the best 1,000 candidate facilities for use in the 2020 election cycle.

## Public Outreach & Partnerships

To enhance the data gathered through geospatial analysis, the RR/CC engaged with the public to gather its input. Voters and members of the community were invited to community meetings to learn about the new VSAP voter experience and provide input on Vote Center placement. The RR/CC partnered with over 30 community organizations to hold two rounds of public meetings. Additionally, an interactive online portal was launched to allow the public to make location suggestions and provide input on locations suggested by others. Through this effort, the RR/CC continued to engage the VSAP Advisory Committee and VSAP Technical Advisory Committee to further ensure that the needs of the voters remained at the forefront.

## Ground-Truthing

Once a list of recommended sites was produced based on geospatial data and public input, the RR/CC executed an effort to conduct initial assessments of over 2,000 facilities throughout the County. Reviewers assessed the following conditions:

- Accessibility
- Presence of internal barriers
- ADA-designated parking
- Adequate room size and storage space
- Power and electrical capacity
- Secure network connectivity



# VSAP Community Engagement

To ensure voter needs were heard and prioritized in the VSAP process, and to keep the public informed of VSAP efforts as it prepared for implementation, the RR/CC conducted extensive voter education and outreach efforts in partnership with community organizations, city clerks, partner agencies and local elected officials.

## VSAP Lab

To begin educating stakeholders on the new VSAP voting experience, the RR/CC established the VSAP Lab, an educational space within RR/CC Headquarters where RR/CC staff, community organizations, city clerks, and elected officials were invited to experience a simulated Vote Center and to interact with BMD prototypes. The VSAP Lab was an important resource to socialize stakeholders to the new voting experience.



## Presentations & Community Events

Public presentations and community events allowed the RR/CC to provide its nearly 6 million voters and the general public an opportunity for a hands-on experience of the new voting system out on the field. Over 500 in-person VSAP presentations were made to city councils, elected officials, government agencies, community based organizations, political organizations, and other stakeholders throughout the County. Additionally, the RR/CC attended hundreds of community events to further provide election material to the public.

## Partnerships with Community Organizations

The RR/CC leveraged partnerships with community groups that could help spread the word to their own constituents. The RR/CC leveraged existing committees to collaborate with community organizations to educate voters, including the Community and Voter Outreach Committee (CVOC), the Voting Accessibility Advisory Committee (VAAC), the Language Accessibility Advisory Committee (LAAC) and the VSAP Advisory Committee.





## Voter Education Campaign

The RR/CC developed strategic communications campaigns to educate voters on the County's new voting experience. The County is a large and diverse community with millions of residents who speak different languages and consume news and information in different ways. The RR/CC partnered with media agencies to implement a voter education and awareness campaign with tailored messaging and creative ads in 13 different languages -- providing voters with critical and timely election information. The campaigns took a surround-sound approach placing video and static advertisements on all available media, including:

- Television (broadcast and cable)
- Radio (multilingual AM and FM stations)
- Print publications (newspapers and magazines)
- Digital media (email, websites, streaming TV, and mobile apps)



- Social media (Facebook, Instagram, YouTube, Twitter, Twitch)
- Direct mailings
- Out of Home ads (billboards, transit, store fronts, pharmacies, movie theaters, and gas stations)

## Election Administration Plan

The Election Administration Plan (EAP)<sup>9</sup> was developed by the RR/CC to describe the County's strategy to administer elections under the California Voter's Choice Act (VCA). A Draft EAP was first posted on the VSAP website for public comment. To further solicit feedback, five public hearings were held throughout the County in which interpreters were available in 13 languages and American Sign Language. Each hearing was recorded and posted on the VSAP website that also included an online portal for public comments to be submitted directly. Based on all public comments received, the EAP was amended, submitted and approved by the California Secretary of State (SOS).

## Demonstration Centers

From October 2019 through January 2020, the RR/CC conducted a 4-month long initiative that provided ten Demonstration (Demo) Centers per month throughout the County. Demo Centers were open across the County and allowed members of the public to use the BMDs, preview the ePollbooks, and learn more about the new voting experience. The ten Demo Centers were spread throughout the County with two Demo Centers located in each Supervisorial District. To ensure maximum exposure and to reach as many communities as possible, the Demo Centers rotated to different locations to increase opportunities for members of the public to visit. To create awareness and promotion, the RR/CC actively worked with cities, community-based organizations (CBOs) and other partners to promote and increase turnout at the Demo Centers.

9. <https://vsap.lavote.net/election-administration-plan/>

## Mock Election

The RR/CC conducted a large-scale Countywide Mock Election on September 28-29, 2019. For this Mock Election, 50 Vote Centers and 1,000 BMDs were deployed throughout the County. The purpose of this event was to raise public awareness and increase familiarity with VSAP. It also provided the public a glimpse of what to expect with the new Vote Centers, BMDs, ePollbooks, and the ISB. Over 6,000 members of the public participated by casting ballots during the event.



*"It has been a privilege to serve on the Voting Solutions for All People (VSAP) Advisory Committee. A voting system modernization process that serves all voters efficiently and equitably is essential to a democratic society.*

*I appreciate the commitment of the Los Angeles County Registrar-Recorder/County Clerk to ensure that diverse points of view were considered and implemented during this important process."*

- Bryce Yokomizo,  
California State University, Northridge



To promote the Mock Election, the RR/CC collaborated with the County's 88 cities and a network of over 200 community organizations. An extensive paid and earned media campaign was also deployed to raise public awareness. The campaign received over 70.5 million media impressions. As part of the promotion, the media campaign included celebrity appearances, local radio stations on-site, along with food and prize giveaways during both days of the Mock Election. Of those who participated, 87% said they were satisfied with the ePollbook and 89% said they were satisfied with the BMD. In terms of customer service, 91% felt Election Workers were knowledgeable and helpful.

# Deployment Milestones

## New VBM Experience and VSAP Tally Implementation

The Vote by Mail (VBM) experience was redesigned in November 2018 to make voting more user friendly, accessible and convenient. The design process engaged usability experts, human-centered design experts, and voters. New VBM ballot designs were tested by voters with extreme disabilities who might find a paper ballot challenging to use.

As part of this new experience, the County established a VBM Drop Box Program that allowed voters to drop their VBM ballot into a secured box. The Drop Boxes were deployed in partnership with local city clerks, libraries, and other public agencies. Approximately 150 Drop Boxes were available to voters in 2018.

In order to process these new ballots, the VSAP Tally System (Tally) was introduced. The system captures and stores ballot

images, tallies both VBM and BMD ballots, and ensures accurate reporting of results. The County's VSAP Tally 1.0 system was California's first publicly developed and owned voting system to be certified by the State and marked a significant step towards a more transparent, secure, and accessible election experience.

The implementation of the new VBM voting experience was a success. More than 1.3 million voters participated in the November 2018 General Election by returning the newly designed VBM ballot – setting a County record of returned VBM ballots. To capture voters' experiences and sentiment, the RR/CC issued an online survey to every registered voter who participated in the election and had an associated email address on their voter registration. More than 40,000 voters participated in the survey and confirmed an enjoyable voter experience.

## Over 40,000 Permanent Vote by Mail voters took a survey on the new ballots, here are the results:

**How helpful were the instructions?**

**92%** said very helpful/helpful

**How easy was it to navigate the ballot?**

**88%** said very easy/easy

**How easy was it to mark the ballot?**

**94%** said very easy/easy

**How satisfied were you with the new design?**

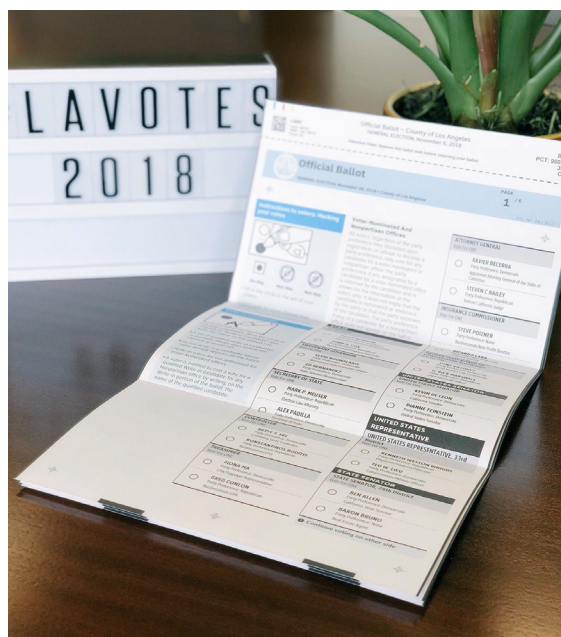
**85%** said very satisfied/satisfied

**How easy was it to return your ballot?**

**91%** said very easy/easy

**How would you rate your voting experience?**

**90%** gave a 4-5 star rating





## Vote Center Test Labs

Vote Center Test Labs were events that allowed the RR/CC to test equipment, processes, and procedures for the new voting experience. These tests allowed the RR/CC to develop new processes, test them, and modify as needed. During these Vote Center Test Labs, staff simulated various election operations to identify and resolve issues.



	PURPOSE	# OF VOTE CENTERS	# OF BMDS	# OF EPOLLBOOKS	DATE
<b>Test Lab 1</b>	Test and refine selected operational processes	1	2	1	May 6-17, 2019
<b>Test Lab 2</b>	Expand processes and locations from 1st Lab	3	5 at each site, 15 total	2 at each site, 6 total	June 17-28, 2019
<b>Test Lab 3</b>	Test/resolve new issues or issues that persisted from previous two Labs	3	5 at each site, 15 total	2 at each site, 6 total	July 22-August 2, 2019

*“Voting Solutions for All People (VSAP) was initiated to create a voting system that meets the unique needs of voters in the nation’s largest and most diverse voting jurisdiction. The program was developed in an inclusive, open process that prioritized community voices and input. VSAP’s many offerings, including a new ballot marking device and interactive sample ballot, bring our voting system into the 21st century. Its intuitive, flexible technology will allow for a more convenient and positive voting experience for Los Angeles County voters for decades to come. We appreciate the RR/CC’s leadership in making these much-needed reforms to Los Angeles County’s voting system and look forward to continuing our collaboration to make Los Angeles County’s elections more accessible and representative of our diversity with every election cycle.”*

- Kiyana Asemanfar,  
California Common Cause



## Pilot Election

It was important for the RR/CC to test this new voting system in a real election to gain insight regarding implementation, voter interaction, processes, and overall experience. By testing the new voting system in a real election with time constraints on administrative and operational processes, the pilot would yield significant information to further improve the VSAP solution.

On May 6, 2019, the SOS approved the County's request to conduct a Pilot Program during the November 5, 2019 Local and Municipal Elections. This small-scale election was an ideal setting for the RR/CC to test the new VSAP voting equipment, which included BMDs, ePollbooks and Tally.

Voters had the option to use the traditional Vote Recorder/InkaVote ballot or to use the new BMD to cast their ballot. There were 80 BMD units deployed during the pilot; two each at 40 polling places<sup>10</sup>.

Through this pilot, the RR/CC gained significant insights including the following:

- Processes and procedures for deploying equipment needed to be refined so that they are operational in time for the voting period. In response, the RR/CC refined the deployment and set up process.
- Printer quality deteriorated due to dust accumulation and misalignment of the paper guide. In response, the RR/CC coordinated with paper vendors to modify paper production procedures to reduce generation of dust.
- ePollbook scanning feature did not operate properly. In response, quality assurance and software changes were implemented.
- A small number of BMDs had paper jams. In response, BMD firmware was updated, modified and tested.

The Pilot Election proved to be successful at identifying issues to be addressed prior to Countywide deployment. It also demonstrated that the Tally system operated seamlessly. Furthermore, there was positive public reaction to the new voting experience.

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10. <https://lavote.net/docs/rccc/board-correspondence/12192020.pdf>

# Certification

California's voting system certification process is among the most rigorous in the country as the California Elections Code requires California Voting System Standards (CVSS) to exceed the US Elections Assistance Commission's Federal Voluntary Voting System Guidelines (VVSG). During Phase IV of this project, the RR/CC was committed to satisfying the State standards and obtaining the required state approval to use the system for its elections. The certification process included exhaustive security and functional testing conducted by an independent test laboratory. Additionally, the RR/CC subjected the system to independent, third-party security and penetration testing that exceeded State requirements. The RR/CC's meticulous development and rigorous testing ultimately resulted in the Secretary of State's approval of the first publicly owned, publicly designed voting system in the nation.

## VSAP Tally 1.0 Certification

In September 2017, the County submitted VSAP Tally 1.0 for certification testing. This version of the solution was for the scanning and tabulation of VBM ballots. This system was used in a blended environment, with the legacy InkaVote ballots, used for in-person voting and the VSAP Tally used for newly designed VBM ballots. The SOS and an independent testing lab thoroughly reviewed and tested the solution. The VSAP Tally 1.0 Solution was found to be compliant with CVSS and was certified on August 21, 2018<sup>11</sup>. This allowed the County to move forward with the implementation of its newly redesigned VBM ballots for the 2018 General Election. This significant milestone marked the first step in implementing a new voting solution for Los Angeles County voters.

## VSAP 2.0 Certification

In November 2018, the County submitted an application for the testing and certification of VSAP 2.0, an end-to-end voting system that built on VSAP Tally 1.0 to entirely replace the County's InkaVote Plus voting system. The RR/CC meticulously followed CVSS in its development efforts to be prepared for the certification campaign. The VSAP 2.0 system went through multiple stages of testing and review by the SOS and an independent testing lab, which ultimately resulted in certification of the solution on January 24, 2020<sup>12</sup>. The certification of VSAP 2.0 is a momentous milestone that allowed the County to move forward with its Countywide implementation plan in the 2020 Presidential Primary Election.

## Interactive Sample Ballot Version 1.2 – Remote Accessible Vote by Mail System Certification

The County submitted an application for the testing and certification of the Interactive Sample Ballot (ISB) 1.2 – Remote Accessible Vote By Mail (RAVBM) system to the SOS in February 2019. The ISB allows voters to access, mark and save their sample ballot. It also allows voters to streamline and expedite their voting experience by providing a code that can be scanned by the BMD to upload the selections in a quick and easy manner. The RAVBM portion of the solution allows voters with disabilities and military/overseas voters to privately and independently mark their voting selections using this accessible tool. Voters use an online web application to access and mark their ballot, print their selections on a paper ballot, and mail or fax back to the County. After review and testing, the solution was approved by the SOS on January 29, 2020.

11. <https://votingsystems.cdn.sos.ca.gov/vendors/LAC/vsap-cert.pdf>

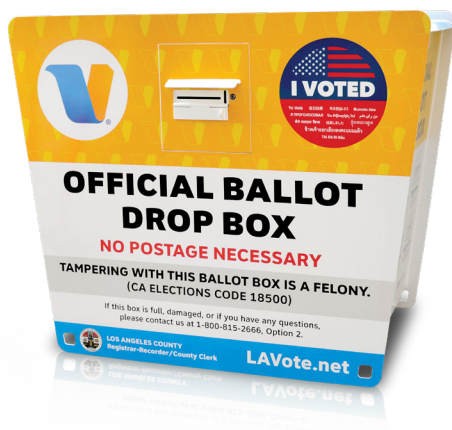
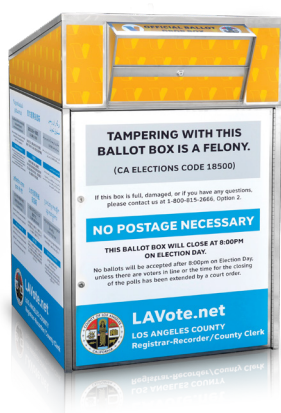
12. <https://votingsystems.cdn.sos.ca.gov/vendors/LAC/vsap20-cert.pdf>

## New Programs

As part of the new VSAP Experience, the RR/CC implemented new programs to further expand access to elections. These programs targeted outreach efforts to voters who are traditionally disenfranchised, or experience barriers to voting. Some of these populations included seniors, voters with disabilities, voters in assisted living facilities, incarcerated voters, and voters experiencing homelessness.

### Mobile Voting Program

The RR/CC established a new Mobile Voting Program to further expand voting opportunities to the public. The Mobile Voting Program consists of three types of Vote Centers. Mobile Vote Centers<sup>13</sup>, Flex Vote Centers<sup>14</sup> and Pop-up Vote Centers. Mobile Vote Centers are intended to be available at public, large scale events where voters are congregated—such as farmer’s markets, festivals and carnivals. Flex Vote Centers are intended to provide targeted voting services to voters who may find it challenging to participate in an election otherwise, voters who are in facilities such as assisted living facilities, hospitals, and homeless shelters. Finally, Pop-Up Vote Centers are intended to be deployed to locations that may be experiencing a large influx of voters or that for other reasons may not have the capacity to serve voters.



### VBM Drop Box Program

Also established to increase convenience and access to participate in elections was the VBM Drop Box Program. For this program, the RR/CC worked in collaboration with city clerks, libraries, parks and other public agencies. Secured Drop Boxes are deployed and established throughout the County allowing voters to drop their VBM ballot off instead of mailing it. The minimum number of locations is determined based on criteria in the VCA.

## Phase IV Conclusion

Throughout the engineering, manufacturing and certification process in Phase IV, the RR/CC remained committed to and upheld the VSAP Guiding Principles<sup>15</sup> including transparency, accessibility, and security. The County’s focus on these principles led to innovative efforts, unprecedented accomplishments and a new voting solution that promised to revolutionize voting not just in the County but nationwide.

13. <https://lavote.net/home/voting-elections/voting-options/mobile-vote-centers>

14. <https://lavote.net/home/voting-elections/voting-options/vsap-flex-program>

15. <https://vsap.lavote.net/principles/>

# Phase V: Implementation

The RR/CC completed its full Countywide implementation of the end-to-end VSAP solution in the 2020 Presidential Primary and General Elections. Having implemented and tested the solution at a much smaller scale during previous program phases, the RR/CC built on the lessons learned, by modifying system components, refining processes and establishing the infrastructure necessary to implement and administer the new voting experience. The final Implementation Phase was comprised of three main activities:

- Countywide implementation for the 2020 Presidential Primary Election (Primary Election)
- Analysis of initial system implementation, process improvements and system enhancements
- Countywide implementation for the 2020 Presidential General Election (General Election)

## 2020 Presidential Primary Election

### Vote Center Recruitment

With the technical components of the new voting experience in place, the RR/CC still had many operational and logistical details to address prior to the implementation of the VSAP solution in the Primary Election. One such task was the recruitment of Vote Centers. In alignment with the vision for the new VSAP voting experience and the VCA, the RR/CC had to recruit facilities that met the new requirements, including an expanded 10-day voting period prior to Election Day.





## Recruitment Process

The RR/CC established a goal of 1,000 Vote Centers for the Primary Election, far exceeding the legal minimum of 680. Recruitment efforts began with a review of the list of potential Vote Center locations that was identified during the VCPP in the previous program phase. The pool consisted of private and public facilities including places of worship, shopping centers, entertainment venues, museums, community centers, parks, schools, colleges/universities, and senior centers.

Recruitment entailed “cold calling” facilities, gaining consent to participate, scheduling a series of site assessments, negotiating logistics, and executing signed agreements. To manage potential Vote Center facilities, the RR/CC identified a group of employees to serve as Account Managers. These individuals were assigned to a cluster of potential locations and were responsible to communicate and facilitate all of the required functions including agreement negotiations, scheduling equipment delivery and set up, and responding to facility questions or concerns.

## Requirements

The VCA established specific Vote Center placement requirements for jurisdictions based on voter registration and community demographics. Additionally, Vote Centers had to meet accessibility criteria based on State and Federal guidelines. Finally, the RR/CC established criteria<sup>16</sup> for Vote Center facilities to ensure they could host and support the VSAP solution. This included requirements for usable space, power and network connectivity. As Account Managers negotiated with facilities, they also coordinated assessments to make sure these requirements were met.

## Vote Center Locations

A total of 978 Vote Centers were successfully recruited and selected for the Primary Election. Of these locations 745 were open for 4 days, 233 were open for 11 days, and five locations remained open for a continuous 36 hours from 8AM March 2 to 8PM March 3<sup>17</sup>.

Considering the transition from polling places to Vote Centers and that many voters would be voting at a location different from the location they had been voting at for years, the RR/CC knew it was imperative to communicate these new locations to voters. In order to ensure voters were aware of these new voting locations, the RR/CC shared Vote Center locations with voters through three primary channels:

- **Vote Center Locator Tool:**  
Online tool which allowed voters to identify locations nearest to their home, work, or in their preferred area. The tool was made available on LAVote.net
- **Vote Center Booklet:**  
A full list of Vote Centers was mailed to every household in the County
- **Vote Center Post Card:**  
A personalized post card listing the six Vote Centers closest to a voter’s residence was mailed to every registered voter in the County

*“The launch of VSAP for the 2020 Elections was a huge success. Congratulations to Dean Logan and the LA County Registrar’s Office in implementing a new voting system during a global pandemic and furthering the accessibility of the voting process and democracy in our County. “Oh and the new I voted stickers were cool too!”*

- Holly Wolcott,  
Los Angeles City Clerk

16. <https://lavote.net/docs/rrcc/election-info/VC-Requirements.pdf>

17. [https://lavote.net/docs/rrcc/news-releases/03032020\\_ExtendedVC.pdf](https://lavote.net/docs/rrcc/news-releases/03032020_ExtendedVC.pdf)

# Developing the Staffing Plan

The implementation of the new voting experience with new voting technologies, and an expansion of election services required the RR/CC develop a new staffing model for elections. As such, the RR/CC established new roles to meet the needs of operating a run Vote Centers. In the previous voting model, two primary roles existed in a polling place — an Inspector (Lead) and Clerks. In the new staffing model, each Vote Center included a Lead, Check-in Clerks, Voting Area Monitors, a Line Monitor, and a VBM/Provisional Clerk. Additionally, the RR/CC recruited and selected three classes of support teams who served as the Vote Center's point of contact for issues that needed resolution or assistance. These classes are identified as Reservists, Troubleshooters, and Field Support Technicians (FST).

## **Vote Center Staff Description:**

- **Lead:**  
Responsible for overseeing all activities at the Vote Center including opening and closing of the site, addressing voter questions/issues, and delivering ballots to the Check-in Center (CIC) nightly
- **Check-in Clerk:**  
Responsible for checking in voters utilizing ePollbooks to verify voter eligibility, capturing voter signature, and issuing a ballot
- **Voting Area Monitor:**  
Responsible for monitoring the BMDs and assisting voters as needed
- **Line Monitor:**  
Responsible for welcoming and preparing voters as they enter the Vote Center
- **VBM/Provisional Clerk:**  
Responsible for assisting voters with VBM and Provisional ballots
- **Multilingual Clerk:**  
Responsible for assisting voters in a language other than English
- **Reservist:**  
Trained as Leads, but not initially given an assignment - these workers are available to be deployed to any site needing support
- **Troubleshooter:**  
Assigned to a geographical area to resolve procedural issues at Vote Centers
- **Field Support Technician:**  
Assigned to a geographical area to resolve technical issues in Vote Centers

In addition to developing roles, the staffing plan also had to define new Election Worker schedules to provide coverage to 4-day and 11-day Vote Centers. They also had to accommodate special worker group restrictions like High School students that can only work on weekends and Election Day. Staffing models also had to consider Vote Center size and projected daily voter turnout, with an expectation that the weekends and last two days of voting would be the busiest. Execution of the staffing plan resulted in the recruitment of 4,375 County employees, 5,649 student workers, and 5,172 community members for the Primary Election.

# Training

To support the new staffing plan and implementation of the VSAP voter experience, the RR/CC launched a new training program. This program was designed to introduce the VSAP voting experience, provide various methods of learning utilizing in-person and online methods, prepare Election Workers to effectively operate Vote Centers, and provide excellent customer service.

Training for Leads increased from 2½ hours in the previous voting model to two (2) full days of training that consisted of instructor-led presentations, discussions, and hands-on-training. A heavy emphasis was placed on hands-on training to allow Election Workers ample opportunity to become familiar with the new technologies including the ePollbook and BMD. To further enhance the effectiveness of training, class attendance was limited to provide participants with sufficient time with the new equipment.

In-person training for all other roles was an eight-hour class covering several topics including:

- Overview of the new VSAP voting experience
- Setting up the Vote Center
- Chain of Custody
- Assisting voters
- ePollbook - Introduction and hands on practice
- BMD - Introduction and hands on practice
- Closing the Vote Center - Introduction and hands on practice

A total of three training manuals were developed and provided to participants during the training session—an Election Guide, a BMD Guide, and an ePollbook Guide. These manuals were an invaluable tool for Election Workers not only during training, but also as reference material while in a Vote Center. In addition to the training manuals, Election Workers were given procedural guides and checklists. These materials included information on how to open and close a Vote Center, chain of custody procedures, how to assist voters requesting an Official Write-in Ballot, and contact lists with direct phone numbers to support services.

Online training was also provided to supplement the in-person training for all Election Workers. Online training was mandatory for all Vote Center Leads and Reservists, but was optional for the remaining positions.

In the post-election Election Worker Survey conducted after the Primary Election 3,200 Election Workers participated and provided their feedback and experiences.

- **79%** felt training prepared them to serve their assignment
- **70%** felt the training manuals were helpful
- **76%** had an overall positive experience County

## Supply and Equipment Preparation

Nearly every item used in a Vote Center was new or redesigned to match the new processes. The procurement and operations teams worked to design and purchase each item in a timely manner so that supplies could be packed and sent to Vote Centers. This included items such as new signage, safety mats, power cords, and tables.

Leading up to the Primary Election, all equipment including ePollBooks, BMDs, and Tally Scanners went through an extensive testing and preparation process. Prior to deploying any of this equipment, the RR/CC had to load the proper data into the equipment, including voter and election files. Once all data was loaded, diagnostic tests were conducted to ensure all systems were operating properly. Finally, hardware was checked to ensure equipment was not damaged and all accessories and peripherals such as power cords and batteries were included.

It was imperative that the Tally System was also prepared and tested prior to implementation. VSAP Tally 2.0 went through rigorous testing including volume testing, security testing, and logic and accuracy testing prior to deployment.

*“As voter access to the polls becomes a more discussed issue nationally, I’m very proud that Los Angeles County developed a system that considered the many needs of different voters and provided a pathway to the future of voting. I commend the committee and staff for how dedicated they are to ensuring that every eligible person in Los Angeles County is able to vote and have their vote counted.”*

- Ardashes “Ardy” Kassakhian,  
Glendale City Council

## Security

New procedures, protocols, tools, and technologies were implemented to protect against physical and cybersecurity attacks, malicious software, and network intrusion. To assist in monitoring, tracking, and combating any and all attempts to get into the County’s election systems, an Elections Security Operations Center (ESOC) was established and set up in a centralized location where technical analysts could monitor threats and suspicious network and server activity against County information assets leading up to, during and after the voting period.

Additionally, the RR/CC partnered with independent test labs and leveraged relationships with the Los Angeles County District Attorney, the County’s Internal Services Department (ISD), Department of Homeland Security (DHS), the Federal Bureau of Investigations (FBI), and the EI-ISAC Center for Internet Security and the Cybersecurity and Infrastructure Security Agency (CISA) to conduct penetration and security tests to identify vulnerabilities and establish security protocols and procedures. Testing results were positive, demonstrating the strength of the VSAP solution and RR/CC to fight off security risks.



# Facilities

In order to accommodate to new equipment, new programs and expanded operations, the RR/CC had to expand its infrastructure, modify existing facilities and acquiring additional space.

## **Election Operations Center (EOC)**

The RR/CC conducted an in-depth space evaluation of its Election Operations Center (EOC) for the storage of new equipment and expansion of operations. After careful evaluation of the existing EOC square footage, layout and conditions, it was determined the EOC was not able to accommodate all the needs and requirements, so the RR/CC had to source a nearby warehouse to support the storage and deployment of equipment. The EOC continued to house supply preparation, Vote Center account management, and storage.

## **Tally Operations Center (TOC)**

Another facility used during for the Primary Election was the Tally Operations Center (TOC). The existing Tally room located at the RR/CC Headquarters in Norwalk did not have the footprint to accommodate to the new Tally System. Therefore, the RR/CC acquired space in an existing County facility in Downey for the new TOC. The electrical and data infrastructure was enhanced to meet the VSAP Tally Solution security requirements, a new racking system was installed to store ballots, and construction work was conducted to build a public observation area for tally activities. The vacant Tally room at RR/CC Headquarters was repurposed as a Vote Center during the voting period and was used for other election operations during the voting period.

## **VSAP Operations Center (VOC)**

Since the RR/CC's existing EOC was unable to hold and provide adequate space for the preparation and storage of that equipment, the RR/CC worked with the County's CEO Real Estate Division to acquire a new facility. This new facility, which came to be known as the VSAP Operations Center (VOC), serves as a central hub for storage, deployment and return of voting equipment during the election period. The main operations at VOC included storage, programming, and maintenance of over 31,100 BMDs, 8,000 ePollbooks, 1,000 secure internet routers, 1,500 Uninterruptible Power Supply (UPS) units, cell phones, and laptops. It also provided space for the Mobile Vote Center program and call centers.

## **Lakeland Truck Yard, Rancho Los Amigos, and Los Padrinos**

The RR/CC utilized a leased lot in Santa Fe Springs known as the Lakeland Truck Yard for parking trucks, providing troubleshooter parking, and storing containers. Similarly, it utilized a vacant lot on the County's Rancho Los Amigos National Rehabilitation Center, was used for storing 400 vans and trucks. Finally, it used a County facility, the now closed Los Padrinos Juvenile Hall for the Fleet Operation Team to help manage over 300 mid-sized vans and minivans.

## Vote Center Deployment

In the previous voting model, Election Workers were tasked with picking up voting equipment from Election Supply Pick-up Sites around the County, transporting the equipment and setting it up at polling places. All of the equipment was compact enough to fit into the back seat of a car. The increase in equipment used at Vote Centers necessitated the implementation of a new deployment strategy.

The County established a new model where RR/CC staff delivered and set up voting equipment, taking the responsibility away from the Election Workers. With the large number of Vote Centers in the County, the RR/CC was required to deliver equipment over a period of various days. The County contracted with a transportation vendor to deliver equipment and supplies to Vote Centers.

To accommodate locations that didn't have space available for indoor storage for various days prior to the voting period, large portable storage containers were used. By placing the containers on the exterior of the property, such as in parking lots, the interior space was freed up to the facility for other activities until closer to opening of the site. Approximately 507 unique Vote Center locations used 646 storage containers to store equipment and supplies.

County staff then visited all the facilities to set up the equipment-- an activity that required a high level of resources from the County, including hundreds of vehicles, three warehouses and two truck yards.

Post-election, all equipment was broken down by RR/CC staff and placed back in the designated location for the transportation vendor to access and retrieve the supplies. Vendors were responsible for picking up equipment as well as storage containers.

The delivery and set up of equipment at Vote Centers was extremely challenging. The RR/CC did not have the resources, expertise and skillset to conduct such a large-scale, logistical program. This led to some Vote Centers not being set up or cleared out as agreed upon with Vote Center facilities.

# Vote Center Support Operations

The RR/CC established various call centers to respond to questions and concerns from voters, Election Workers and other stakeholders. Call centers included:

- **IT Help Desk:**  
Handled calls from Election Workers and Field Support Technicians (FST) about technical issues. IT Help Desk was responsible for dispatching additional technical resources such as technicians and replacement equipment.
- **Election Worker Services Help Desk:**  
Responded to calls from Election Workers about process and procedures.
- **Voter Help Desk:**  
Responded to calls from voters about election-related issues.
- **Troubleshooters and Field Support Technicians**

FSTs played an important role during the Primary Election by providing Vote Centers with technical troubleshooting assistance. A total of 200 FSTs were deployed for the Primary Election. If a Vote Center made a call regarding experiencing trouble with ePollbooks, BMDs, or any other technical equipment, a FST would be deployed to the center to help the Lead in the setup, service, swap, and or breakdown of the Vote Center. Assistance provided by FSTs allowed for Leads to have further support in operating a Vote Center during the entirety of the voting period.

Additionally, 50 Troubleshooters were deployed to provide Vote Center support regarding procedural and customer service issues. These Troubleshooters responded to calls about electioneering, missing supplies, unclear procedures and needs for additional resources.

*“The League of Women Voters of Los Angeles County is pleased to have been a part of the VSAP project. From the beginning VSAP targeted the expansion of voting opportunities and participation, and inclusion of the wide variety of communities that make up LA County both at the Advisory Committee level and in testing and outreach. The project adopted a set of sound principles that guided the development. The advisory committee provided continual input from a variety of community groups. Testing various elements of the project involved outreach to targeted members of the public. The League also participated in the Vote Center Placement Project to site Vote Centers. An excellent and wide-ranging public education effort led up to the November 2020 election. The innovative open-source vote marking device was a key element in elevating the voting experience for all voters. A smooth and successful implementation of the new system in the November election was remarkable - especially so under the difficult circumstances of that election. VSAP truly provided voting opportunities for all Los Angeles County voters.”*

- Nancy Mahr and Margo Reeg,  
League of Women Voters of Los Angeles County

# VBM Drop Box Program

In 2018, the RR/CC debuted the newly designed VBM ballot as an extension of the VSAP Program. Along with the new ballot, a VBM Drop Box Program was introduced. This program provided voters with the option to drop their ballot in one of 150 secure Drop Boxes instead of mailing it using the US Postal Service. For the Primary Election, the number of boxes expanded to 206. Over 30,000 ballots (approximately 2.6% of VBM ballots cast) were returned in these Drop Boxes.



The VBM Drop Box recruitment process identified placements that were safe, accessible and convenient for voters. An assessment of the proposed space was conducted to ensure drop boxes were placed in accordance with the State's accessibility guidelines and in highly visible areas. Accessibility factors included easily accessible parking, clear paths of travel for vehicles and pedestrians (e.g. changes in ground level, stability, ramps, and overhead obstacles), and proximity to transit stations.

*"When I look at the VSAP today, I believe without a doubt, that out of all projects that received funding from the LA County Quality and Productivity Commission, the VSAP is by far the most far-reaching, impactful enhancement to quality of life. Nothing even comes close. This project should be looked at as a great example, not just in the elections field, but by the whole Country."*

- Jaclyn Tilley Hill,  
Quality and Productivity Commission

Participating Drop Box locations were strongly encouraged to sign multi-year installation agreements so voters could continue to utilize their locations in multiple, future elections. Drop Boxes were securely bolted into cement or chained to a grounded fixture at each facility to assist in preventing damaged or stolen boxes. All Drop Boxes were in compliance with regulations provided by the SOS and are designed to safely store ballots, while minimizing the potential for tampering or vandalism. Each Drop Box is made of stainless-steel construction,

is serialized and has a protective coating to prevent permanent damage from liquid and graffiti. The Drop Boxes have internal bolts to securely lock it into the ground and a three-key unlocking system to prevent unauthorized access.

These boxes remained secure and accessible throughout the entire voting period as ballots were picked up regularly by two RR/CC designated staff to ensure chain of custody.



# Mobile Voting Program

## Mobile Vote Centers

Mobile Vote Centers provided additional voting opportunities in public spaces and were deployed from Saturday, February 22 to Tuesday, March 2. Three Mobile Vote Centers deployed across 25 locations throughout the County. A total of 2,541 voters cast ballots at these locations.

## Flex Vote Centers

VSAP Flex Vote Centers provide targeted voting services to voters through partnerships with organizations and facilities throughout the County. The Program targeted seniors, voters experiencing homelessness, voters with disabilities, incarcerated voters, and geographically isolated voters. After an extensive application and outreach period, the selection of Flex Vote Centers was determined upon a variety of factors including availability, regional distribution and the anticipated number of voters. There was a total of 44 locations spread across the County. A total of 1,954 voters cast ballots at these locations.

Flex Vote Centers also allowed for incarcerated voters to vote in-person for the very first time. Through this program, the RR/CC partnered with the LA County Sheriff's Department (LASD) to provide expanded voting options for justice-involved voters and their family members. As part of the Department's "We All Count" campaign and the RR/CC's "Free the Vote" campaign, a Mobile Vote Center was stationed at the entrance to the Century Regional Detention Facility (CRDF) in Lynwood where arriving visitors, and LASD personnel, were encouraged to vote. Although the RR/CC has an established program where eligible inmates may Vote by Mail, for the first time, the Flex Vote Center successfully gave voters the choice to vote on the voting equipment if they preferred to do so.

## Pop-up Vote Centers

Pop-up Vote Centers serve as a contingency to address situations where a Vote Center may need additional staff and voting equipment. Pop-up Vote Centers can be deployed in outdoor spaces to alleviate congestion at sites. These Pop-Up Vote Centers consisted of 6-7 RR/CC staff members, 10 BMDs, and 3 ePollbooks depending on the locations size and voter turnout. Electrical power is supplied to Pop-Up Vote Centers by a generator.



# VSAP Voting Experience Review, Analysis and Enhancements

## Election Turnout and Voter Survey

### Election Turnout

A total of 2,122,449 ballots were cast and tallied resulting 38.5% voter turnout amongst all registered voters.

### Vote Center Turnout

**980,875 (46%)** voters participated in this election by casting their ballot in-person at a Vote Center  
**27%** of those in-person ballots were cast during the 10-day early voting period

### Vote by Mail Turnout

**1,141,594 (54%)** voters participated in this election by returning a Vote by Mail ballot  
**Over 30,000** ballots were returned via Drop Box

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### Voter Survey

Post-election surveys and voter exit polls indicated that the majority of voters had a positive experience, with 21% reporting a negative experience. A Loyola Marymount University exit poll<sup>18</sup> found somewhat similar numbers: 87% of respondents said they had a positive overall voting experience at the Vote Centers, while 13% reported a fair or poor experience.

Below are key findings from the RR/CC's post-election voter survey results:

**69%** of respondents reported having a positive overall voting experience at the Vote Centers while **21%** reported having a negative overall voting experience.

**68%** of voters surveyed reported waiting 30 minutes or less during the voting period.

**17%** of voters surveyed reported waiting over 2 hours.

**80%** of respondents reported being satisfied with their experience using the new Ballot Marking Devices (BMDs) while

**10%** reported being dissatisfied with their experience using the new BMDs.

**33%** of respondents reported using the Interactive Sample Ballot (ISB). Of those who used the ISB, **87%** reported being satisfied with their experience while 5% reported being dissatisfied with their experience using the ISB.

Of the respondents who are unlikely to vote at a Vote Center in the future,

**65%** said this was because they experienced a long wait at the Vote Center during the March Election.

Another **32%** reported "Other" while

**29%** prefer to Vote by Mail.

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18. <https://lmu.app.box.com/s/tc9znydgkwp4keztk7x4ac91zv9k35ul>

## Post-Election Analysis and Recommendations for Improvement

While there were many successful elements of the election, it was also clear that there were challenges and a need for process improvement. At the direction of the Board of Supervisors, the RR/CC conducted a thorough analysis of the issues encountered during the Primary Election to identify root causes and solutions. The lessons learned from this process became a valuable part of the roadmap for the execution of the 2020 Presidential General Election. At the conclusion of this process, the RR/CC submitted a report<sup>19</sup> to the Board with findings and an action plan.

Some of the important issues addressed in the report of findings included wait times, staffing, training, Vote Center listings and publication, call center wait times, Vote Center deployment, technical issues and internet connectivity.

To alleviate long Vote Center wait times, the RR/CC recommended allocating resources to further encourage early voting and VBM to reduce the demand on Vote Centers on the final day of voting. Additionally, the RR/CC sought to track and report Vote Center wait times in real time and encourage voters to utilize this tool to identify Vote Centers with shorter wait times.

Enhancements recommended as a result of the analysis included both technical improvements and deployment thresholds for the ePollbooks. One such enhancement was the improvement of the voter search function used for checking in voters. These enhancements were meant to curtail wait times by allowing election workers to check in voters more quickly. The RR/CC also determined that a minimum of five ePollbooks would be available at all Vote Centers, to ensure adequate capacity.

Improvements to the Vote Center staffing model and Election Worker training were recommended to ensure that Vote Centers were adequately staffed with Election Workers that were well-prepared and effective at serving voters. Some changes in the staffing recruitment and assignment model included starting recruitment earlier, assigning a FST to each Vote Center, improving the placement of multilingual staff at each Vote Center, implementing an Election Worker management system, and streamlining the Vote Center Lead Program to ensure proper distribution and coverage.

The RR/CC also examined the Vote Center support infrastructure. First, to ensure that Election Workers were better informed on election procedures and can better resolve issues, the RR/CC examined feedback from voters and workers to modify the training program to enhance the curriculum for topics that needed additional focus. To properly scale Help Desk operations and ensure that workers are able to properly obtain assistance to resolve issues, the RR/CC sought to outsource Help Desk operations to an experienced telecommunications company, which provided desk/support services. Furthermore, it migrated all Help Desks onto a single incident management system where an adequate number of staff could escalate and provide issue visibility across all groups.

Findings derived from the Board's motion assisted the Department in continuing to improve the voter experience for Los Angeles County voters.

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19. [https://lavote.net/docs/rrcc/board-correspondence/04272020\\_all.pdf](https://lavote.net/docs/rrcc/board-correspondence/04272020_all.pdf)

## Operational Readiness

In addition to enhancing the technical components and modifying processes and procedures to more effectively administer elections and address issues seen in Primary Election, the RR/CC evaluated its organizational structure to examine whether it could be improved to better support the new VSAP voter experience. In examining the causes for issues seen in the Primary Election, the RR/CC determined a need to better apply focused resources to certain programs and operations. In May 2020, the RR/CC realigned its organizational structure. The existing Election Operations Bureau was split into two, one focusing on election preparation and VBM, the other focusing on the in-person voting experience. The revised structure allowed the RR/CC to add more leadership and support roles to the election administration structure.

## Re-certification

The VSAP solution with its enhancements, known as VSAP 2.1 required recertification by the SOS prior to implementation. As part of the testing and approval process, the system went through rigorous functional and security testing conducted by the SOS and its independent testing consultants. Additionally, the RR/CC subjected the system to independent, third-party security and penetration testing that exceeded State requirements.

Enhancements made to the BMD user interface included adding an overlay screen for the “More” button, updating text on the “Ready to Cast” screen, and others. These enhancements were meant to ensure that all BMDs properly informed voters on their choices and prepared them to cast their ballot. Technical upgrades were also made to the VSAP solution components including the BMD firmware, the SQL server, and the Tally system. Improvements were also made to the VSAP Interactive Sample Ballot (ISB) Remote Accessible Vote by Mail (RAVBM) system. Modifications included improvements to translations, technical upgrades, and cosmetic changes.

Ultimately VSAP 2.1 was certified by the SOS on October 1, 2020<sup>20</sup> and approved for use in the upcoming General Election.

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20. <https://votingsystems.cdn.sos.ca.gov/vendors/LAC/vsap2-1/vsap21-cert.pdf>



# Special Elections

Prior to the implementation of these modifications and enhancements during the General Election, the RR/CC had a series of local and special elections that allowed the RR/CC to begin to implement some of the modifications. Special Elections included Charter City Elections, Congressional District 25 Special Election, City of Commerce Special Election and others. These elections included city measures and local offices. In addition to utilizing these elections as an opportunity to begin to implement enhancements, the RR/CC also had to implement new public health and safety guidelines as the COVID-19 Pandemic overtook the County. To align operations with new health and safety guidelines, Vote Centers for these elections were set-up outdoors, implemented social distancing guidelines and the incorporation of Personal Protection Equipment (PPE).

The protocols developed during these elections became the foundation for the COVID protocols and the RR/CC's Safe Election Plan used in the November 2020 General Election. These protocols included:

- Surgical masks, gloves and hand sanitizer for Election Workers
- A supply of gloves and masks to offer to voters who did not have PPE
- A portable handwashing station that was available to Election Workers and voters
- Disinfectant that was used on all voting equipment
- Procedures to ensure that voting equipment was sanitized once an hour or after every voter
- A Vote Center layout to ensure six feet of distance between voters and Election Workers
- Physical signs and cones indicating physical distancing markers
- Emphasis on COVID-19 guidelines and protocols in Election Worker training

*“The VSAP process is an enormous testament to the power of public engagement. Los Angeles, the nation’s most populous jurisdiction and one of its most diverse, set out to upgrade the voting experience – and delivered. Along the way, it developed and implemented the country’s first publicly-owned voting system, designed with the flexibility to serve Angelenos today, and to change as Angelenos change. It is a system built for the 21st century, with ample attention to reliability and convenience not only for the usual voter but also for voters (and election workers) of all different stripes. And through careful contingency planning, the county was able to deploy this system even in the midst of a pandemic. The supervisors and RR/CC’s office had the foresight to give this immensely complex project the time and budget that it needed to succeed. And as a result, Los Angeles voters all benefit.”*

- Justin Levitt,  
Loyola Law School

# 2020 Presidential General Election

The RR/CC worked rigorously to address the challenges encountered during the Primary Election and implement solutions prior to the General Election. Although the RR/CC faced new challenges in preparation for the General Election due to the COVID-19 Pandemic, process and system improvements proved to be successful and resulted in a smooth General Election.

## COVID-19 Context

The RR/CC as all election administrators across the country, faced unprecedented challenges during the General Election due to the ongoing COVID-19 Pandemic. As the largest election jurisdiction in the country, the County had a great responsibility to ensure that its protocols and procedures strictly adhered to health and safety guidelines to protect its voters, Election Workers and the general population while executing an accessible, secure and transparent election.

The RR/CC made significant operational changes to align with COVID-19 safety guidelines and ensure the safety of all workers and voters including social distancing, providing protective equipment, and frequent sanitizing of surfaces. Procedures, supplies and space layouts were all evaluated and modified to ensure continued productivity while protecting all involved.

The RR/CC worked closely with the Los Angeles County Department of Public Health (DPH) as it developed new processes and procedures to address COVID-19 protocols. DPH conducted a walk-through of fully functioning Vote Centers and other RR/CC facilities to make recommendations for enhancing the safety at those facilities. Additionally, the RR/CC implemented guidelines and recommendations which were provided by the SOS, the California Department of Public Health (CDPH) and the U.S. Center for Disease Control and Prevention (CDC).

### Safe Presidential Election Plan

The RR/CC documented its Vote Center safety protocols in a “Safe Presidential Election Plan.”<sup>21</sup> For the protection of voters and Election Workers, safety protocols included:

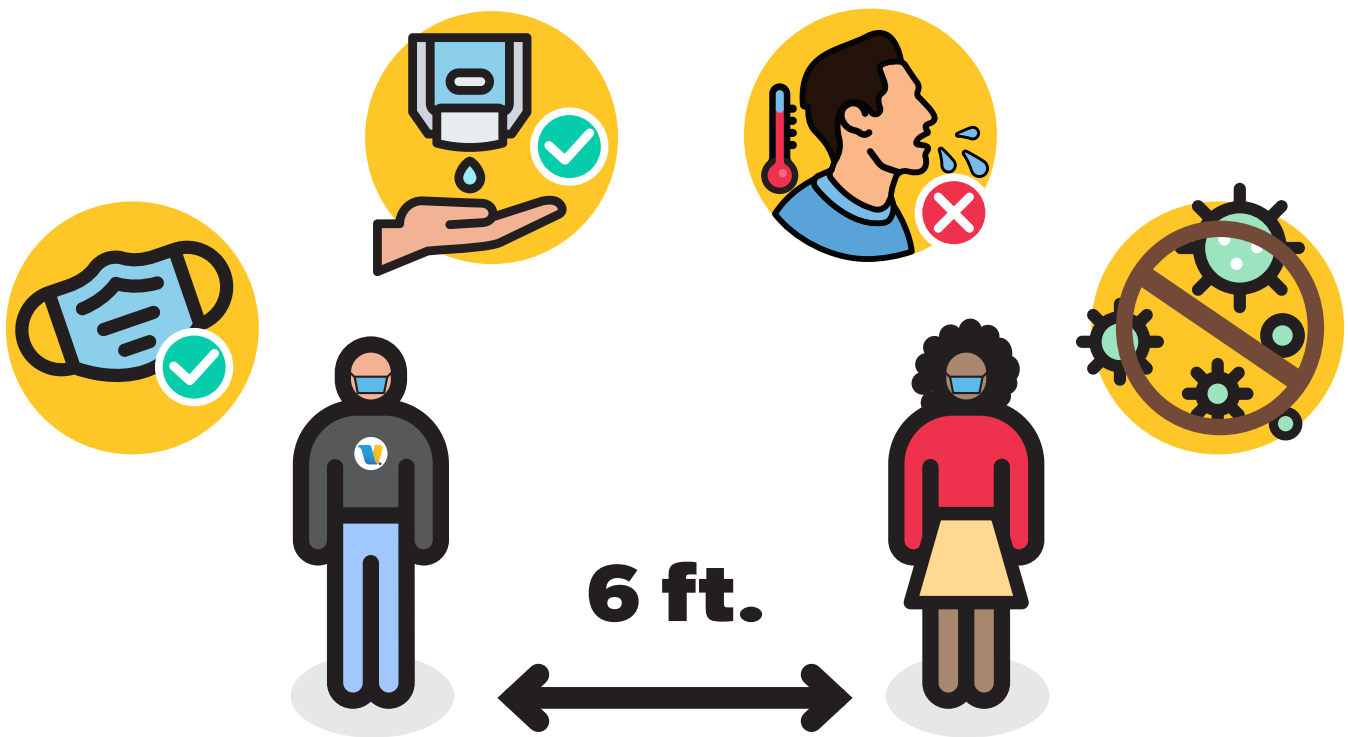
- Requiring face coverings to be worn at all times
- Providing Personal Protective Equipment (PPE) including gloves, face coverings, and hand sanitizer
- Enforcing six foot social distancing both outside and within every Vote Center
- Encouraging voters to utilize the Interactive Sample Ballot (ISB), quick check-in, and early voting to speed up the voting process
- Providing curbside voting for those unable to enter a Vote Center

21. [https://lavote.net/docs/rrcc/election-info/Safe-Vote-Center-Plan\\_November2020.pdf](https://lavote.net/docs/rrcc/election-info/Safe-Vote-Center-Plan_November2020.pdf)

Additionally, under the Safe Presidential Election Plan, Election Workers were trained to implement guidelines, that included following prevention measures at every Vote Center to limit the spread of COVID-19 and self-screening themselves and other workers prior to beginning work. Specifically, some these prevention measures included:

- Sanitizing high-touch surfaces such as check-in tables, BMDs and ePollbooks after every voter and every hour
- Conducting a self-screening as part of daily check-in
- Washing hands frequently or using hand sanitizer where soap and water were unavailable
- Minimizing the handling of shared objects
- Establishing non-contact norms so workers avoid greeting co-workers and voters with physical contact

Finally, to reduce the congregation of crowds of people at Vote Centers, the RR/CC launched a media campaign that emphasized VBM as a safe and secure way to vote and educated voters on safety measures when voters were required or preferred to vote in person.



## Vote by Mail

On April 28, 2020, the Board directed the RR/CC to adopt the provisions of the VCA as described in Elections Code 4005 and 4007(c), requiring the County to mail all registered voters a VBM Ballot<sup>22</sup>. This transition allowed the RR/CC to enhance safety by automatically providing voters with an opportunity to vote safely from home and eliminate the risks of coming in contact with the COVID-19 virus in the act of voting. This meant an increase of approximately 2.5 million additional VBM ballots to be mailed since the Primary Election. Preparing, mailing, receiving and processing close to 5.7 million ballots meant a need for additional resources including funding, space, and staffing.

### **New Vote by Mail Operation Center**

The direction to mail all registered voters a VBM ballot required the RR/CC to conduct a thorough assessment of the (then) current operation center responsible to receive, process, verify, and store Vote by Mail ballots. Ultimately, it was determined that a new facility would be needed to physically accommodate the anticipated increase of ballots while maintaining all public health and safety social distancing guidelines – keeping our staff and observers as safe as possible.

A temporary facility agreement was facilitated with the Pomona Fairplex to use one of their facilities to establish an expanded 24-hour VBM operation center. Once the formal agreement was in place the RR/CC transported and set up of the physical hardware and technical infrastructure needed to conduct the operation. Within months, an empty hanger was turned into a fully operational, secure, and safe working environment ready to receive and process millions of VBM ballots.

### **Expanded VBM Drop Box Program**

The expansion of the Drop Box program was paramount in providing additional geographic coverage across the County for voters to safely return their ballot. A total of 402 Drop Boxes were placed throughout the County – 200 more than in the Primary Election. To double the program in time for the General Election the Drop Box program management assigned 13 dedicated employees to directly collaborate with community-based organizations, cities, school districts, college campuses, County departments, and additional public-service agencies to recruit and manage the facilitation agreements to place a Drop Box on their site.

Receiving the signed and approved agreements from facilities was a fluid process that took several weeks. To maximize time and to complete the installation of boxes as soon as possible, a work schedule was developed and communicated directly to a vendor who was responsible for installing the Drop Boxes across the County.

To accommodate the secure and timely pickup of ballots across the County the RR/CC hired 80 temporary employees who were responsible to complete daily ballot pickups and to confirm the security and maintenance of the physical Drop Boxes. An additional 410 temporary employees were hired for the secure locking and closing of Drop Boxes on Election Day.

22. [http://file.lacounty.gov/SDSInter/bos/sop/1072277\\_042820.pdf](http://file.lacounty.gov/SDSInter/bos/sop/1072277_042820.pdf)



# Vote Centers

A total of 791 Vote Centers were recruited for the General Election. Of those Vote Centers, 118 were open for 11 days (October 24-November 2) and 673 were open for 5 days (October 30-November 3) far exceeding the number required per the Governor's Executive Order<sup>23</sup> providing special thresholds to keep Election Workers, voters, and the community safe during the COVID-19 Pandemic. While the COVID-19 uncertainties made recruitment of Vote Centers difficult, partnerships with community organizations, advocacy groups, private companies, professional sports organizations, cities, school districts, and the Board contributed to the success of recruitment efforts.

## High Profile Vote Centers

During recruitment efforts, many high-profile facilities and franchises responded to the call for large spaces for the General Election. Facilities such as The Forum, Hollywood Bowl, the Wiltern, the Pantages Theater, Staples Center, Dodger Stadium, SoFi Stadium, Banc of California Stadium, the Santa Anita Race Tracks and many others opened their doors to allow for voting. Additionally, all local Public Colleges and Universities accommodated requests for space and partnered with the RR/CC for the benefit of the community.



These hosting facilities not only provided space that accommodated to physical distancing, but their popularity and reach generated interest and drew voters to participate in the election. To mark the significance of many of these locations serving as Vote Centers for the first time, many Vote Centers designed and distributed customized "I Voted" stickers, face coverings and other memorabilia. These elements and the media attention generated by these partnerships resulted in high numbers of voters casting ballots safely at these locations.

23. <https://www.gov.ca.gov/wp-content/uploads/2020/06/6.3.20-EO-N-67-20.docx.pdf>

## Vote Center Deployment

The Primary Election revealed that the RR/CC did not have the experience, resources and expertise to deploy and set up equipment at hundreds of Vote Centers in just a handful of days. Therefore, the deployment and setup of supplies and equipment to Vote Centers was outsourced for the General Election. The RR/CC leveraged the provisions of their existing contract with Smartmatic to engage them for that tasks. These efforts supported the set-up and breakdown of 791 Vote Centers and 21 Election Worker training sites including project planning, staffing, coordination, monitoring, data management and real-time reporting.

By outsourcing the deployment process to Smartmatic , the RR/CC was able to ensure that all Vote Centers received the proper election equipment and opened smoothly, on time, and with minimal issues.

## Personal Protective Equipment

Personal Protective Equipment (PPE) became an important new set of supplies for the General Election. PPE was required for use in office workspaces, Vote Centers, operation centers, and other workstations in order to ensure the health and well-being of all individuals during the COVID-19 Pandemic. In preparation for the November voting period, specific PPE and signage were implemented within all Vote Centers and facilities including:

- Decals for maintaining physical distance
- Signage for Vote Centers and facilities
- Face shields
- Masks and gloves
- Sanitizers
- Temperature screeners

## Vote Center Precheck

Prior to the first opening of a Vote Center, Leads, Assistant Leads, and FSTs arrived at their assigned Vote Centers in order to complete a list of tasks to ensure Vote Center readiness. This process known as the “pre-check” allowed Election Workers to address problems before the start of the voting period. Pre-check provided Election Workers more time to become familiar with their supplies and equipment, notify the RR/CC when supplies or equipment were missing, familiarize themselves with the facility and set up materials for their first day of voting.

## Voting Equipment

The RR/CC deployed the enhanced VSAP 2.1 solution for the General Election, consisting of the same components as those deployed in the Primary. To support the use of that equipment, the RR/CC expanded its technical support operations by improving its call center operations, assigning an FST to each site and enhancing its process for swapping out and deploying additional equipment. Enhancements focused on risk reduction strategies, utilizing project management best practices and streamlining where possible.

When technical issues were escalated and unable to be resolved by call centers, Swap Trucks were deployed. Swap Trucks provided equipment for Vote Centers whose supplies were not properly operating and therefore negatively impacting a Vote Center's performance. Equipment swaps were triggered when the particular type of equipment reached a failure threshold of 25% at a given Vote Center or when equipment was needed to address high level turnout. Swap Trucks provided BMDs, ePollbooks, routers, UPSs, and cellphones as needed. During the 11-day voting period there were 20+ SWAP trucks, ready to be deployed to any Vote Center within the County. Fortunately, there were no such extreme Vote Center needs requiring their deployment.

# Mobile Voting Program

## Mobile Vote Centers

As a result of the ongoing pandemic, the Mobile Voting Program shifted focus for recruitment from large gatherings and public events to sites that served essential workers out of recognition that they would have less opportunities to vote while working during the Pandemic. Outreach efforts included reaching seniors, people experiencing homelessness, voters with disabilities and essential workers; in addition to providing voting opportunities to areas with a high-volume of foot traffic, including LA Metro stations serving essential workers. The Mobile Program was able to successfully provide a safe in-person voting option across the County and nearly double the size of its operation from the Primary Election. This necessitated nearly a doubling of the staff, supplies and equipment needed to run this program. During the General Election, five (5) Mobile Vote Centers were deployed to 43 locations. They provided voting opportunities from October 24 to Election Day, November 3.

## Flex Vote Centers

Flex Vote Centers continued to target distinct communities including seniors, people with disabilities, geographically isolated areas, individuals experiencing homelessness, multilingual communities and others. They partnered with community-based organizations to recruit volunteers for the program and to ensure that all communities had an accessible, safe, and comfortable in-person voting experience. In response to COVID-19, the Flex Vote Centers were required to set up outdoors (typically these sites were housed inside.) Community partners provided canopies, power sources, and other materials for a safe outdoor set-up. This allowed for the Flex program to be overall successful in mitigating health concerns and adhering to COVID-19 safety guidelines. Flex Vote Centers were made up of 10 teams which traveled to 89 different locations all throughout the County.

## Pop-Up Centers

Pop-Up Vote Centers served as emergency response teams throughout the 11-day voting period, where they could be deployed to Vote Centers to assist with troubleshooting and providing supplies. They were also able to assist with larger Vote Centers including the Staples Center. Pop-Up emergency response teams were deployed to five ready locations all throughout the County including , at RR/CC Headquarters, El Monte, Santa Clarita College of the Canyons, Southwest College, Los Angeles Valley College, and in a transit station. These locations were strategically selected to allow Pop-Up teams to respond to all types of emergencies throughout the County. As there were no extreme emergencies throughout the 11-day voting period, the Pop-Up program was able to be deployed to Vote Centers and other community wide events, in order to provide assistance and additional supplies.

# Staffing

On top of the roles used in the March Election, which included Leads, Clerks, and FSTs, the RR/CC added an Assistant Lead and a Stop Station Clerk to bolster the support in all Vote Centers. The new positions were developed to increase Vote Center customer service, operational efficiencies, and support the new COVID-19 protocols within Vote Centers. Additionally, to respond to recruitment challenges imposed by the COVID-19 pandemic, the County activated the Election Worker Disaster Service Worker (DSW) Program<sup>24</sup>. The DSW program placed approximately 7,400 County employees in Vote Centers.

## **Leads and Assistant Leads**

The Assistant Lead was a new role added for the General Election in order to provide more support for the Vote Center Lead. The Assistant Lead's duties remained similar to that of the Lead, which included opening and closing of the Vote Center, helping to perform chain of custody, answering operational questions in regards to the Vote Center, and joining the Lead in transporting the ballot box to the appropriate center at the end of each day. Additionally, the Assistant Lead was able to provide better coverage in the Vote Center by stepping in during the Lead's designated day off.

## **Field Support Technicians (FSTs)**

FSTs continued to provide technical support and troubleshooting assistance at all Vote Centers throughout the County. The level of support by FSTs was increased for the General Election to at least one FST per Vote Center, in contrast to March where one FST was responsible for two Vote Centers. This allowed for issues to be resolved quickly and successfully.

## **Clerks**

Vote Centers continued to have various Clerk roles including a Line Monitor, a Check-in-Clerk, a Voting Area Monitor, and a Provisional/VBM Table Clerk, with one new addition--the Stop Station Clerk. The Stop Station Clerk was assigned to be the first worker to greet voters before entering a Vote Center. The Stop Station Clerk provided voters with election information and enforced the use of PPE.

## **Coordinators/Troubleshooters/Reservists**

A total of 125 Coordinators, 75 Troubleshooters and 1,000 Reservists were available to provide additional support to Vote Centers. These individuals were deployed to Vote Centers as needed, providing a high-level of expertise and support.

24. [http://file.lacounty.gov/SDSInter/bos/sop/1076853\\_080420.pdf#search=%22election%20worker%22](http://file.lacounty.gov/SDSInter/bos/sop/1076853_080420.pdf#search=%22election%20worker%22)



# Training

Due to the challenges brought on by COVID-19, Election Worker training was restructured to ensure that the health, safety, and well-being of individuals in classrooms would continue to be protected. Class sizes were reduced, allowing students to safely practice social distancing during hands-on and classrooms style training. The duration of in-person classes for Leads, Assistant Leads, and Clerks were shortened to make room for more class offerings, successfully allowing a greater number of individuals to attend in-person training. Participants were also required to take a 3-hour online training class. Over 20,000 individuals attended in-person training and over 17,800 completed the online training.

Additionally, training reinforced the availability of support documents and training material to Election Workers, encouraging them to use the material as needed while in the field. Finally, the RR/CC used survey results and data to better understand which areas and topics needed extra attention in training and provided a better understanding of how training could be improved. Trainers focused on ensuring that Election Workers adequately understood their roles, procedures/equipment, and provided ample opportunity for hands-on practice.

As a supplement to the in-person training and the online training, the RR/CC also hosted virtual training sessions for Election Workers. While online training consisted of pre-set videos, guides and other curriculum, Virtual Training consisted of live sessions with RR/CC staff. This type of training provided Election Workers an additional opportunity to ask questions and interact with RR/CC staff. Within a one-week period, eight separate sessions were held during morning, afternoon, and evening hours. The Virtual Training sessions were extremely successful, engaging approximately 6,700 Election Workers.

## Materials

Training materials were also updated between the Primary and General Election to include information regarding COVID-19 safety protocols and any other new procedures. Additionally, job cards outlining the duties and responsibilities of Clerks were updated and made readily accessible to Election Workers. These job cards provided a quick, easy to access tool for answering voter questions.

In the post-election Election Worker Survey conducted after the General Election, 4,200 Election Workers participated and provided feedback. In large, the feedback was significantly higher and showed great improvement from the Primary Election.

**97%** felt training prepared them to serve their assignment

**88%** felt the Lead and Assistant Lead were knowledgeable on election processes and procedures

**88%** felt the Lead and Assistant Lead were knowledgeable on the new voting equipment

**91%** had an overall positive experience

**83%** said they would return to serve as an Election Worker

# Voter Education Plan

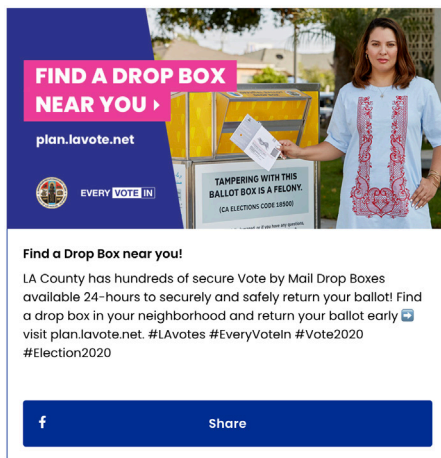
Educating voters to the changes they would experience in the General Election was important for multiple reasons. Most notably to raise awareness to millions of new voters they would be mailed a VBM ballot. It was crucial that voters knew they had safe voting options and accessible resources were available.

## Direct Mailings to Voters

To kick-off the voter education and outreach the RR/CC sent two Countywide mailings to all registered voters in July and August 2020. These mailings had unique objectives:

- Provide a postage-paid Residency Confirmation Card to voters who may have moved
- Provide a postage-paid Language Request Form to receive materials in a preferred language
- Raise awareness that all registered voters would be mailed a ballot to provide a safe voting option

These direct mailings led to more than 70,000 voters requesting their initial election materials in a preferred language. Additionally, it contributed to 67,000 voter registration records to be processed and updated in time for the mailing of materials in the General Election.



## Voter Education Campaign

Recognizing the General Election would be unlike any other in our lifetime, the RR/CC took a collaborative approach in partnering with industry experts Fenton Communications, iHeart Media, and Tzunu Strategies to develop and implement a Countywide voter education and awareness campaign known as *Every Vote In*.

The campaign engaged voters across Los Angeles County to help them better understand how they could vote without risking their health, and the health of those around them. To do this we had to meet them where they were – in their homes, in their neighborhoods, and in their native languages.

- **Digital platforms** – creating a surround sound approach in 13 different languages
  - Tens of millions of ordered impressions across multiple digital and social platforms
- **Television** – leveraging increased viewership to position television as one of the top drivers
  - 28 broadcast and cable stations in 8 different languages
- **Radio** – utilizing radio to reach specific ethnic demographics within the County
  - 45 broadcast stations in 8 different languages
- **Out-of-Home** – placing in locations that are deep within the community making this placement more effective and impactful
  - Static ads next to and in convenience stores, pharmacies, storefronts, and local grocers
  - Digital bulletins, mobile billboards (LED trucks), and gas station digital pump-toppers
- **Print** – targeting senior voters and partnering with ethnic media print outlets as a trusted medium in reaching diverse communities
  - 38 print publications in 8 different languages

Hundreds of millions of placements and direct messages in more than a dozen languages were seen, heard or read throughout the County leading up to and on Election Day.

The RR/CC's consistent and amplified message to "make a plan to vote" safely led to 79% of voters who participated in this election did so by returning their VBM ballot – exceeding the campaign's objective of 70% VBM turnout. In a post-election survey to voters who participated in the election, 95% said they knew a VBM ballot was being mailed to them to give them a safe voting experience.

*"The LA County VSAP process was a truly remarkable process, from breaking new ground in the creation of a very critical open public system -- an election system! -- to ensuring that the design process was fundamentally voter-centered, it was a thorough and exemplar design, creation, procurement, manufacturing, and implementation effort. The resulting VSAP system will be the basis for other large-scale voting and election systems to better serve our growing electorate, enabling voters to usably and securely cast votes as they are intended to be cast."*

- Joseph Lorenzo Hall,  
SVP Strong Internet, The Internet Society

# Election Turnout and Voter Survey

## Election Turnout

In the General Election a total of 4,338,191 ballots were cast and tallied, resulting in a 76% voter turnout amongst all registered voters. The total number of ballots cast is a record for Los Angeles County – and for any single voting jurisdiction in the United States.

### Vote by Mail Turnout

**3,424,426 (79%)** voters participated in this election by returning their VBM ballot

**More than half** returned their ballot in a Drop Box or at a Vote Center

### Vote Center Turnout

**913,765 (21%)** voters participated in this election by casting their ballot in-person at a Vote Center

**More than 27%** of in-person voters participating during the 10 early voting period (prior to Election Day)

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## Voter Survey

A post-election voter survey was sent to 1.6 million registered voters who participated in the election and had an email address associated with their voter registration. The objective of the survey was collect voters sentiment, preferences, and experiences to improve the overall voting experience in future elections.

The survey questions were specific to how that voter participated in the election (i.e.: by mail, by Drop Box, in-person Vote Center, etc.). After a full month, over 60,500 participants took part in the survey.

### Vote by Mail Experience

**94%** had an overall positive or neutral experience

**98%** had a positive or neutral experience returning the ballot

**80%** trusted their ballot would be received on time

**79%** trusted their ballot was secure

**92%** are likely to continue to vote using the Vote by Mail ballot

### Vote Center Experience

**93%** had an overall positive or neutral experience

**88%** had a positive or neutral experience voting on the Ballot Marking Device

**73%** had a positive or neutral experience using the Interactive Sample Ballot

**90%** felt safe at the Vote Center (amid COVID-19)

**92%** are likely to vote at a Vote Center in future elections



## Phase V Conclusion

In the spirit of continuous process improvement, the RR/CC will continue to refine the VSAP solution as it continues to implement the solution in new environments and is faced with new challenges. Future VSAP enhancements will continue to prioritize the voting experience and the needs of all voters, ensuring that the system is flexible and accessible for everyone. The RR/CC will also continue to establish an open technology strategy for the VSAP solution. Guided by the VSAP Open Technology Advisory Group, composed of experts in the open source technologies, the RR/CC will work collaboratively with stakeholders to define and institute a governance model for Los Angeles County to share the innovative design and technology of VSAP.



# **VOTING SOLUTIONS FOR ALL PEOPLE FINAL REPORT**

[LAVote.net](http://LAVote.net)